

Federal Communications Commission Washington, D.C. 20554	OMB 3060-1033 September 2003	FOR FCC USE ONLY
FCC 396-C		
Multi-Channel Video Program Distributor EEO Program Annual Report		FOR COMMISSION USE ONLY FILE NO. B396 - 20070926AKV
Read INSTRUCTIONS Before Filling Out Form		

SECTION I IDENTIFYING INFORMATION			
A. Name of Operator: SOUTHERN KANSAS TELEPHONE CO., INC.			
MSO Name:			
B. Employment Unit's Mailing Address 225 N. MEAD			
City WICHITA	State KS	Zip Code 67202-	
Emp. Unit ID # 11948			
Application Purpose			
<input checked="" type="radio"/> New Program Report			
<input type="radio"/> Amendment to Program Report			
<input checked="" type="checkbox"/> Supplemental Investigation Sheet (SIS) Attached			
C. County and State in which unit's employment office is located SEDGWICK, KS			
D. Category of Respondent (check applicable box)			
<input type="radio"/> Fewer than six (6) full-time employees during the selected payroll period: Complete Sections I, II and V			
<input checked="" type="radio"/> Six (6) or more full-time employees during the selected payroll period: Complete ALL sections of the Form 396-C and the Supplemental Investigation Sheet, if attached			
E. Pay Period Covered by this Report (inclusive dates) 08/12/07 - 08/25/07			
F. Attachments: (See "Exhibit" buttons, below.)			
SECTION II COMMUNITY INFORMATION			
System Communities Comprising Local Employment Unit			
Ident No.	Name of Community	Location (State)	Type
Review the list of communities served on the previous year's submission and attach as Exhibit A [Exhibit 1] any additions or deletions, using the format noted above. NOTE: APPLICABLE ONLY TO CABLE OPERATORS AND NOT TO OTHER MVPD UNITS.			

SECTION III EEO POLICY AND PROGRAM REQUIREMENTS

Check YES or NO to each of the following questions. If answer to any question below is NO, attach as Exhibit B an explanation.
[Exhibit 2]

1.	Have you complied with the outreach provisions of the FCC's MPVD Equal Employment Opportunity Rule, 47 C.F.R. Section 76.75(b), during the twelve month period prior to filing this	<input checked="" type="radio"/> Yes <input type="radio"/> No
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	form?	
2.	Do you disseminate widely your EEO Program to job applicants, employees, and those with whom you regularly do business?	<input checked="" type="radio"/> Yes <input type="radio"/> No
3.	Do you contact organizations, media, educational institutions, and other potential sources of applicants for referrals whenever job vacancies are available in your organization?	<input checked="" type="radio"/> Yes <input type="radio"/> No
4.	Do you undertake to offer promotions to positions of greater responsibility in a nondiscriminatory manner?	<input checked="" type="radio"/> Yes <input type="radio"/> No
5.	To the extent possible, do you seek out entrepreneurs in a nondiscriminatory manner and encourage them to conduct business with all parts of your organization?	<input checked="" type="radio"/> Yes <input type="radio"/> No
6.	Do you analyze the results of your efforts to recruit, hire, promote, and use services in a nondiscriminatory manner and use these results to evaluate and improve your EEO program?	<input checked="" type="radio"/> Yes <input type="radio"/> No
7.	Do you define the responsibility of each level of management to ensure a positive application and vigorous enforcement of your policy of equal employment opportunity and maintain a procedure to review and control managerial and supervisory performance?	<input checked="" type="radio"/> Yes <input type="radio"/> No
8.	Do you conduct a continuing program to exclude every form of prejudice or discrimination based upon race, color, religion, national origin, age, or sex from your personnel policies and practices and working conditions?	<input checked="" type="radio"/> Yes <input type="radio"/> No
9.	Do you conduct a continuing review of job structure and employment practices and maintain positive recruitment training, job design, and other measures needed to ensure genuine equality of opportunity to participate fully in all organizational units, occupations, and levels of responsibility?	<input checked="" type="radio"/> Yes <input type="radio"/> No

SECTION IV ADDITIONAL INFORMATION

You may provide as Exhibit C any additional information that you believe might be useful in evaluating your efforts to comply with the Commission's EEO provisions. There is no requirement to provide additional data or information. [Exhibit 3]

SECTION V CERTIFICATION

This report must be certified as follows:

- A. By the individual owning the reporting system if individually owned;
- B. By a partner, if a partnership; or
- C. By an officer, if a corporation or association.

I certify that to the best of my knowledge, information and belief, all statements contained in this report are true and correct.

Signed	Title CEO
Date 9/26/2007	Name of Respondent MARLENE SANDERS
Telephone No. (include area code) 3162933954	

WILLFUL FALSE STATEMENTS ON THIS FORM ARE PUNISHABLE BY FINE AND/OR IMPRISONMENT (U.S. CODE, TITLE 18, SECTION 1001), AND/OR REVOCATION OF ANY STATION LICENSE OR CONSTRUCTION PERMIT (U.S. CODE, TITLE 47, SECTION 312(a)(1)), AND/OR FORFEITURE (U.S. CODE, TITLE 47, SECTION 503).

Part I Employee Job Descriptions

Give brief job descriptions for employees in the job categories specified below. The number specified in the box indicates the number of different job descriptions that are to be submitted for each category. Job descriptions should include the position title and a brief description of the major duties and responsibilities of the individual(s) in the position.

- | | | |
|------------------------------|---|--------------|
| 1. Officials and Managers | | [Exhibit 4] |
| 2. Professionals | | [Exhibit 5] |
| 3. Technicians | | [Exhibit 6] |
| 4. Sales Workers | | [Exhibit 7] |
| 5. Office and Clerical | | [Exhibit 8] |
| 6. Craft Workers (skilled) | 3 | [Exhibit 9] |
| 7. Operatives (semi-skilled) | | [Exhibit 10] |
| 8. Laborers (unskilled) | | [Exhibit 11] |
| 9. Service Workers | | [Exhibit 12] |

Part II Inquiries Concerning EEO Program and Practices

Submit responses to the inquiries indicated by a "check" Responses should be brief, but must provide sufficient information to describe the employment unit's activity and efforts in the area of inquiry.

1. Describe the employment unit's efforts to comply with the outreach provisions of 47 C.F.R. Section 76.75(b). [Exhibit 13]
2. Describe the employment unit's efforts to disseminate widely its equal employment opportunity program to job applicants, employees, and those with whom it regularly does business. [Exhibit 14]
3. Name the minority organizations, organizations for women, media, educational institutions, and other recruitment sources used to attract minority and female applicants whenever job vacancies become available. [Exhibit 15]
4. Explain the employment unit's efforts to promote in a nondiscriminatory manner to positions of greater responsibility. [Exhibit 16]
5. Describe the employment unit's efforts to encourage entrepreneurs to conduct business in a nondiscriminatory manner with all parts of its operation and provide an analysis of the results of those efforts. [Exhibit 17]
6. Report the findings of the employment unit's analysis of its efforts to recruit, hire and promote in a nondiscriminatory manner and explain any difficulties encountered in implementing its EEO program. [Exhibit 18]
7. Describe the responsibility of each level of the employment unit's management with respect to application and enforcement of its EEO policy and explain the procedure for review and control of managerial and supervisory performance. [Exhibit 19]
8. Describe the manner in which the employment unit conducts its continuing review of job structure and employment practices. [Exhibit 20]
9. Other Inquiries: [Exhibit 21]

Part III EEO Public File Report

Attach a copy of the EEO public file report from the previous year. Cable entities are required to place annually such information as is required by 47 C.F.R. Section 76.1702 in their public files. [Exhibit 22]

EMP UNIT ID: 11948	MSO NAME:
	OPR NAME: SOUTHERN KANSAS TELEPHONE CO., INC.

Exhibits

Attachment 1

Description
SKTC, Inc. Communities Served 2007

Southern Kansas Telephone Co., Inc.
September 27, 2007

FCC 396-C

<u>Ident No.</u>	<u>Community</u>	<u>County</u>	<u>State</u>	<u>Type</u>
new	Atlanta	Cowley	KS	Cable TV
new	Dexter	Cowley	KS	Cable TV
new	Grenola	Elk	KS	Cable TV
new	Moline	Elk	KS	Cable TV
new	Howard	Elk	KS	Cable TV
new	Severy	Greenwood	KS	Cable TV
new	Longton	Elk	KS	Cable TV
new	Cedar Vale	Chautauqua	KS	Cable TV
new	Waltanna	Sedgwick	KS	Cable TV
new	K-42	Sedgwick	KS	Cable TV
new	Viola	Sedgwick	KS	Cable TV

SECTION III EEO POLICY AND PROGRAM REQUIREMENTS

Check YES or NO to each of the following questions. If answer to any question below is NO, attach as Exhibit B an explanation.

Exhibit 2

1.	Have you complied with the outreach provisions of the FCC's MPVD Equal Employment Opportunity Rule, 47 C.F.R. Section 76.75(b), during the twelve month period prior to filing this form?	<input checked="" type="radio"/> Yes <input type="radio"/> No
2.	Do you disseminate widely your EEO Program to job applicants, employees, and those with whom you regularly do business?	<input checked="" type="radio"/> Yes <input type="radio"/> No
3.	Do you contact organizations, media, educational institutions, and other potential sources of applicants for referrals whenever job vacancies are available in your organization?	<input checked="" type="radio"/> Yes <input type="radio"/> No
4.	Do you undertake to offer promotions to positions of greater responsibility in a nondiscriminatory manner?	<input checked="" type="radio"/> Yes <input type="radio"/> No
5.	To the extent possible, do you seek out entrepreneurs in a nondiscriminatory manner and encourage them to conduct business with all parts of your organization?	<input checked="" type="radio"/> Yes <input type="radio"/> No
6.	Do you analyze the results of your efforts to recruit, hire, promote, and use services in a nondiscriminatory manner and use these results to evaluate and improve your EEO program?	<input checked="" type="radio"/> Yes <input type="radio"/> No
7.	Do you define the responsibility of each level of management to ensure a positive application and vigorous enforcement of your policy of equal employment opportunity and maintain a procedure to review and control managerial and supervisory performance?	<input checked="" type="radio"/> Yes <input type="radio"/> No
8.	Do you conduct a continuing program to exclude every form of prejudice or discrimination based upon race, color, religion, national origin, age, or sex from your personnel policies and practices and working conditions?	<input checked="" type="radio"/> Yes <input type="radio"/> No
9.	Do you conduct a continuing review of job structure and employment practices and maintain positive recruitment training, job design, and other measures needed to ensure genuine equality of opportunity to participate fully in all organizational units, occupations, and levels of responsibility?	<input checked="" type="radio"/> Yes <input type="radio"/> No

SECTION IV ADDITIONAL INFORMATION

You may provide as Exhibit C any additional information that you believe might be useful in evaluating your efforts to comply with the Commission's EEO provisions. There is no requirement to provide additional data or information.

Exhibit 3

Menu

SECTION V CERTIFICATION

This report must be certified as follows:

- A. By the individual owning the reporting system if individually owned;
- B. By a partner, if a partnership; or
- C. By an officer, if a corporation or association.

I certify that to the best of my knowledge, information and belief, all statements contained in this report are true and correct.

Signed	Title CEO
Date 9/26/2007	Name of Respondent MARLENE SANDERS
Telephone No. (include area code) 3162933954	

WILLFUL FALSE STATEMENTS ON THIS FORM ARE PUNISHABLE BY FINE AND/OR IMPRISONMENT (U.S. CODE, TITLE 18, SECTION 1001), AND/OR REVOCATION OF ANY STATION LICENSE OR CONSTRUCTION PERMIT (U.S. CODE, TITLE 47, SECTION 312(a)(1)), AND/OR FORFEITURE (U.S. CODE, TITLE 47, SECTION 503).

Menu

Southern Kansas Telephone Company, Inc.
Installation/Repair Technician – Level I
POSITION DESCRIPTION

In keeping with our mission for customer satisfaction, all jobs carry with them an overriding responsibility to provide exceptional customer service in terms of quality, timeliness, and assistance. Commitment to service excellence is expected of all employees as they perform their tasks.

This position supports the company's mission statement by connecting customers with requested services and maintaining the service to insure continuous operation.

Position Title:	Installation/Repair Technician – Level I
Division:	Clearwater
Department:	Plant
Status:	Full-time/Non-exempt
Supervisor Title: (assigns work, gives direction and answers questions)	Plant Supervisor – Clearwater
Evaluators: (Evaluates work of employee)	Plant Supervisor – Clearwater, and Outside Plant Manager
In-put:	Feedback from Customers Director Customer Care Feedback from Installation/Repair Technicians
Direct Reports:	N/A

By:

Director of Plant Operations
Southern Kansas Telephone Co., Inc.

Effective Date: 03/08/01 Review Date: 04/30/03 Review Date: _____

Review Date: _____ Review Date: _____ Review Date: _____

Page 1 of 4

ESSENTIAL RESPONSIBILITIES/JOB TASKS

1. 40% Installs business and residential telephone, internet, and CATV service and associated customer premise wiring and hardware for the purpose of connecting services for new customers, including moves, adds, and changes. Tasks may include installing and terminating wiring and other plant related items as well as interfacing with Central Office equipment and peripherals. Monitored by supervisor, reviewing service orders, periodic fieldwork appraisals, and by consideration of feedback from customers.
2. 40% Maintains business and residential telephone, internet, and CATV service and associated customer premise wiring and hardware for the purpose of insuring continuous operations. Tasks may include troubleshooting, performing preventative maintenance, collecting delinquent bills, removing and making changes in service. Monitored by supervisor, reviewing trouble tickets, periodic fieldwork appraisals, and by consideration of feedback from customers.
3. 15% Assist in various facilities changes, repairs, and upgrades for the purpose of supporting plant operations. Tasks may include installing upgrades, repairing facilities and equipment, and other maintenance as required. Monitored by supervisor.
4. 5% Prepares appropriate documentation for the purpose of providing accurate plant records and billing data. Tasks may include recording work performed, maintaining logs, preparing trouble tickets, maintaining time sheets, and vehicle records. Monitored by self and supervisor.

(Continually looks for new and improved ways of completing the above functions. Other tasks as assigned by supervisor will be performed in order to address unexpected situations or needs that may arise.)

RESPONSIBILITIES:

This position requires the ability to complete work on an individual basis and to participate as a member of a team, essential for problem solving activities. This position is also responsible for establishing and maintaining positive public relations by effectively communicating with customers. At times may work in isolation. Responsible for working efficiently and acting with integrity.

LATITUDE:

Duties are assigned with flexibility in arranging tasks in order to complete duties. Decisions in accomplishing tasks are made independently in accordance with Company policy. Purchase needs are addressed according to Company procedures. All items are requested through the supervisor.

IMPACT OF POSITION:

Successful completion of essential job tasks ensures proper usage of labor, materials, and equipment, supports internal functions, and enhances customer satisfaction.

CUSTOMER SERVICE/INTERACTION:

Daily phone, radio, and face-to-face interaction with customers to carry out company policy, requiring explanation.

Daily phone, radio, and face-to-face interaction with employees throughout the Company to exchange information

ESSENTIAL SKILLS & REQUIREMENTS:**EDUCATION:**

High school diploma or equivalent experience, required.

Associates degree in electronics/telecommunications, or the equivalent, preferred.

SKILLS:

Ability to prioritize multiple tasks, required.

Analytical reasoning skills, required.

Basic computer skills, required.

Interpersonal communication skills, required.

Self-motivated, required.

Knowledge of basic electronics, cable installation and repair procedures, required.

Knowledge of RUS specifications and procedures, required.

Skill in reading blueprints, maps, and similar drawings, required.

Skill in identifying defective cable using test equipment, required.

Skill in operating various construction equipment such as truck, plow, back how, and trenching equipment, helpful.

Skill in operating various hand and power tools, required.

EXPERIENCE:

Minimum of one year experience in a telecommunications, or CATV technical position, or two years of telecommunications school, required.

LICENSE:

Valid Kansas driver's license and a good driving record, required.

EQUIPMENT:

Computer, phone, dispatch radio, small hand and power tools, testing equipment, trenching equipment, construction equipment, and trucks.

PHYSICAL:

Ability to move up to 50 pounds independently, required.

Ability to perform the physical tasks of the essential functions, required.

TRAINING:

Ongoing training as required by the Company.

WORK CONDITIONS:

Field conditions in all types of weather.

OTHER:

Limited overnight travel (up to a week at a time), required

Frequent road travel, required.

Must be available for "on call" rotation, required.

Flexible (early/late/weekends/night) hours, required.

Limited travel by plane, required.

EMPLOYEE SIGNATURE:

DATE:

SUPERVISOR SIGNATURE:

DATE:

Southern Kansas Telephone Company, Inc.
Installation/Repair Technician – Level I
POSITION DESCRIPTION

In keeping with our mission for customer satisfaction, all jobs carry with them an overriding responsibility to provide exceptional customer service in terms of quality, timeliness, and assistance. Commitment to service excellence is expected of all employees as they perform their tasks.

This position supports the company's mission statement by connecting customers with requested services and maintaining the service to insure continuous operation.

Position Title: Installation/Repair Technician – Level I

Division: Burden

Department: Plant

Status: Full-time/Non-exempt

Supervisor Title: Plant Supervisor
(assigns work, gives direction and answers questions)

Evaluators: Plant Supervisor
(Evaluates work of employee)

In-put: Outside Operations Manager
Feedback from Customers
Customer Service Manager
Feedback from Installation/Repair Technicians

Direct Reports: N/A

By:

Director of Plant Operations
Southern Kansas Telephone Co., Inc.

Page 1 of 4
Effective Date: 03/08/01 Review Date: 04/30/03 Review Date: _____

Review Date: _____ Review Date: _____ Review Date: _____

ESSENTIAL RESPONSIBILITIES/JOB TASKS

1. 40% Installs business and residential telephone, internet, and CATV service and associated customer premise wiring and hardware for the purpose of connecting services for new customers, including moves, adds, and changes. Tasks may include installing and terminating wiring and other plant related items as well as interfacing with Central Office equipment and peripherals. Monitored by supervisor, review of daily service orders, periodic fieldwork appraisals, and by consideration of feedback from customers.
2. 40% Maintains business and residential telephone, internet, and CATV service and associated customer premise wiring and hardware for the purpose of insuring continuous operations. Tasks may include troubleshooting, performing preventative maintenance, collecting delinquent bills, removing and making changes in service. Monitored by supervisor, review of trouble tickets, periodic fieldwork appraisals, and by consideration of feedback from customers.
3. 15% Assist in various facilities changes, repairs, and upgrades for the purpose of supporting plant operations. Tasks may include installing upgrades, repairing facilities and equipment, and other maintenance as required. Monitored by supervisor.
4. 5% Prepares appropriate documentation for the purpose of providing accurate plant records and billing data. Tasks may include recording work performed, maintaining logs, preparing trouble tickets, maintaining time sheets, and vehicle records. Monitored by self and supervisor.

(Continually looks for new and improved ways of completing the above functions. Other tasks as assigned by supervisor will be performed in order to address unexpected situations or needs that may arise.)

RESPONSIBILITIES:

This position requires the ability to complete work on an individual basis and to participate as a member of a team, essential for problem solving activities. This position is also responsible for establishing and maintaining positive public relations by effectively communicating with customers. At times may work in isolation. Responsible for working efficiently and acting with integrity.

LATITUDE:

Duties are assigned with flexibility in arranging tasks in order to complete duties. Decisions in accomplishing tasks are made independently in accordance with Company policy. Purchase needs are addressed according to Company procedures. All items are requested through the supervisor.

IMPACT OF POSITION:

Successful completion of essential job tasks ensures proper usage of labor, materials, and equipment, supports internal functions, and enhances customer satisfaction.

CUSTOMER SERVICE/INTERACTION:

Daily phone, radio, and face-to-face interaction with customers to carry out company policy, requiring explanation.

Daily phone, radio, and face-to-face interaction with employees throughout the Company to exchange information

ESSENTIAL SKILLS & REQUIREMENTS:**EDUCATION:**

High school diploma or equivalent experience, required.

Associates degree in electronics/telecommunications, or the equivalent, preferred.

SKILLS:

Ability to prioritize multiple tasks, required.

Analytical reasoning skills, required.

Basic computer skills, required.

Interpersonal communication skills, required.

Self-motivated, required.

Knowledge of basic electronics, cable installation and repair procedures, required.

Knowledge of RUS specifications and procedures, required.

Skill in reading blueprints, maps, and similar drawings, required.

Skill in identifying defective cable using test equipment, required.

Skill in operating various construction equipment such as truck, plow, back how, and trenching equipment, helpful.

Skill in operating various hand and power tools, required.

EXPERIENCE:

Minimum of one year experience in a telecommunications, or CATV technical position, or two years of telecommunications school, required.

LICENSE:

Valid Kansas driver's license and a good driving record, required.

EQUIPMENT:

Computer, phone, dispatch radio, small hand and power tools, testing equipment, trenching equipment, construction equipment, and trucks.

PHYSICAL:

Ability to move up to 50 pounds independently, required.

Ability to perform the physical tasks of the essential functions, required.

TRAINING:

Ongoing training as required by the Company.

WORK CONDITIONS:

Field conditions in all types of weather.

OTHER:

Limited overnight travel (up to a week at a time), required

Frequent road travel, required.

Must be available for "on call" rotation, required.

Flexible (early/late/weekends/night) hours, required.

Limited travel by plane, required.

EMPLOYEE SIGNATURE:

DATE:

SUPERVISOR SIGNATURE:

DATE:

FCC 396C

Review of Job Structure and Employment Practices

The Company uses prepared documents to ensure that every manager follows the established guidelines when recruiting and selecting candidates. Procedures are reviewed and revised periodically to maintain fair and equitable practices.

FCC 396C

Application and Enforcement of EEO Policy

Managers develop, review, and revise positions descriptions focusing on the essential functions and requirements of the position. Candidates are interviewed based on the position description and in compliance with the EEO policy placing all emphasis on position responsibilities and the skill set needed to complete responsibilities.

Management team meets with hiring manager to review each candidate's skills and experience as well as the candidate's ability to complete the essential functions of the position. Candidate whose skill set most closely matches the requirements of the position moves through the application process.

FCC 396C

Analysis of Recruiting, Hiring, and Promoting in a Nondiscriminatory Manner

Analysis shows that advertisements are placed in different areas, using different media outlets based on position requirements.

Posting Craft Positions that require Telecommunications education and/or experience – open positions are posted with the Northwest Kansas Technical College and NationJobs.com. Advertisements are also run in local print media, and using a local area cable channel advertisement station. In extreme situations a position may be posted in a trade magazine for recruiting in remote rural areas.

Southern Kansas Telephone Company, Inc.
Installation/Repair Technician – Level II
POSITION DESCRIPTION

In keeping with our mission for customer satisfaction, all jobs carry with them an overriding responsibility to provide exceptional customer service in terms of quality, timeliness, and assistance. Commitment to service excellence is expected of all employees as they perform their tasks.

This position supports the company's mission statement by connecting customers with requested services and maintaining the service to insure continuous operation.

Position Title: Installation/Repair Technician – Level II

Division: Clearwater

Department: Plant

Status: Full-time/Non-exempt

Supervisor Title: Plant Supervisor
(assigns work, gives direction and answers questions)

Evaluators: Plant Supervisor
(Evaluates work of employee)

In-put: Outside Operations Manager
Feedback from Customers
Customer Service Manager
Feedback from Installation/Repair Technicians

Direct Reports: N/A

By:

Director of Plant Operations
Southern Kansas Telephone Co., Inc.

Effective Date: 03/08/01 Review Date: 04/30/03 Review Date: _____

Review Date: _____ Review Date: _____ Review Date: _____

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ESSENTIAL RESPONSIBILITIES/JOB TASKS

1. 35% Installs business and residential telephone, internet, and CATV service and associated customer premise wiring and hardware for the purpose of connecting services for new customers, including moves, adds, and changes. Tasks may include installing and terminating wiring and other plant related items as well as interfacing with Central Office equipment and peripherals. Monitored by supervisor, reviewing service orders, periodic fieldwork appraisals, and by consideration of feedback from customers.
2. 35% Maintains business and residential telephone, internet, and CATV service and associated customer premise wiring and hardware for the purpose of insuring continuous operations. Tasks may include troubleshooting, performing preventative maintenance, collecting delinquent bills, removing and making changes in service. Monitored by supervisor, reviewing service orders daily, periodic fieldwork appraisals, and by consideration of feedback from customers.
3. 15% Assist in various facilities changes, repairs, and upgrades for the purpose of supporting plant operations. Tasks may include installing upgrades, repairing facilities and equipment, and other maintenance as required. Monitored by supervisor.
4. 5% Prepares appropriate documentation for the purpose of providing accurate plant records and billing data. Tasks may include recording work performed, maintaining logs, preparing trouble tickets, maintaining time sheets, and vehicle records. Monitored by self and supervisor.
5. 5% Assist in various special circuit installs, changes, and repairs. Tasks may include installation, changes, and repairs of circuits. Monitored by Supervisor and consideration of feedback from the Central Office Technician.
6. 5% Provides technical support for the purpose of enhancing the effectiveness of group operations. Tasks may include problem solving efforts and troubleshooting activities. Monitored by consideration of feedback from team members and by increase in trouble-shooting skills of team members.

(Continually looks for new and improved ways of completing the above functions. Other tasks as assigned by supervisor will be performed in order to address unexpected situations or needs that may arise.)

RESPONSIBILITIES:

This position requires the ability to complete work on an individual basis and to participate as a member of a team, essential for problem solving activities. This position is also responsible for establishing and maintaining positive public relations by effectively communicating with customers. At times may work in isolation. Responsible for working efficiently and acting with integrity. May have the opportunity for delegating some tasks and training others on occasion.

LATITUDE:

Duties are assigned with flexibility in arranging tasks in order to complete duties. Decisions in accomplishing tasks are made independently in accordance with Company policy. Purchase needs are addressed according to Company procedures. All items are requested through the supervisor.

IMPACT OF POSITION:

Successful completion of essential job tasks ensures proper usage of labor, materials, and equipment, supports internal functions, and enhances customer satisfaction. Good decisions minimize loss to the company and enhances company success.

CUSTOMER SERVICE/INTERACTION:

Daily phone, radio, and face-to-face interaction with customers to carry out company policy, requiring explanation.

Daily phone, radio, and face-to-face interaction with employees throughout the Company to exchange information.

Occasional phone contact with vendors to secure necessary materials.

ESSENTIAL SKILLS & REQUIREMENTS:**EDUCATION:**

High school diploma or equivalent experience, required.

Associates degree in electronics/telecommunications, or the equivalent, preferred.

SKILLS:

Ability to prioritize multiple tasks, required.
Ability to teach others in the organization, required.
Analytical reasoning skills, required.
Basic computer skills, required.
Decision –making skills, required.
Interpersonal communication skills, required.
Math skills, required.
Oral communication skills, required.
Political skills, required.
Problem solving skills, required.
Self-motivated, required.
Writing skills, required.
Knowledge of digital camera, required.
Knowledge of lasers and how they operate with fiber optic cable, preferred.
Knowledge of basic electronics, cable installation and repair procedures, required.
Knowledge of RUS specifications and procedures, required.
Knowledge of T1 circuits, preferred.
Skill in reading blueprints, maps, and similar drawings, required.
Skill in identifying defective cable using test equipment, required.
Skill in operating various construction equipment such as truck, plow, back how,
and trenching equipment, helpful.
Skill in operating various hand and power tools, required.
Skill in repairing T1 links between digital carriers, required.

EXPERIENCE:

Minimum of two years experience in a telecommunications, or CATV technical position,
or two years of telecommunications school, required.

LICENSE:

Valid Kansas driver's license and a good driving record, required.
Valid Kansas commercial driver's license, required.

EQUIPMENT:

Computer, phone, dispatch radio, small hand and power tools, testing equipment, trenching
equipment, construction equipment, and trucks.
Frequent bending, carrying, lifting, manual dexterity, squatting and twisting.
Must be able to continuously visualize a computer screen.

PHYSICAL:

Ability to move up to 50 pounds independently, required.

Ability to perform the physical tasks of the essential functions, required.

TRAINING:

Ongoing training as required by the Company.

WORK CONDITIONS:

Field conditions in all types of weather.

OTHER:

Limited overnight travel (up to a week at a time), required

Frequent road travel, required.

Must be available for "on call" rotation, required.

Flexible (early/late/weekends/night) hours, required.

Limited travel by plane, required.

EMPLOYEE SIGNATURE:

DATE:

SUPERVISOR SIGNATURE:

DATE:

Southern Kansas Telephone Co., Inc.
2007 Recruiting Report
Reporting Period 10/1/2006 - 9/30/2007

Requisition #	Job Title	Work Location	Advertisement Source	# Interview	# Hires
0001 CC	Customer Care Rep	Clearwater, KS	Nation Jobs	0	0
	Customer Care Rep	Clearwater, KS	Times-Sentinel Newspaper	2	1
	Customer Care Rep	Clearwater, KS	Wichita Eagle Newspaper	0	0
	Customer Care Rep	Clearwater, KS	Cable Channel 2	2	0
	Customer Care Rep	Clearwater, KS	Employee Referral	2	1
Total				<u>6</u>	<u>2</u>
0002 Adm	Payroll Clerk PT	Wichita, KS	Nation Jobs	0	0
	Payroll Clerk PT	Wichita, KS	Wichita Eagle	3	1
	Payroll Clerk PT	Wichita, KS	Employee Referral	2	0
	Payroll Clerk PT	Wichita, KS	Career Builder	2	0
Total				<u>7</u>	<u>1</u>

**Southern Kansas Telephone Co., Inc.
2007 Advertisement Source Contact List
Reporting Period 10/1/2006 - 9/30/2007**

Source Name	Contact Name	Address	Phone #	E-Mail
Times Sentinel Newspaper Wichita Eagle Newspaper / Career Builder	Karen Lunak	P.O. Box 697, Goddard, KS 67052	316-794-2445	classifieds@tsnews.com
Nation Jobs	Kelly Hubbard njlisting@nationjob.com	www.nationjobs.com	316-262-4222 888-256-1748	
SKT Cable Channel 2	Cathleen Smothers	112 S. Lee, Clearwater, KS 67026	620-584-2068 ext. 1108	