

CABLE TELEVISION COORDINATOR - PART-TIME

Code No.: 6-03-041

NON-COMPETITIVE
Town of Irondequoit

DISTINGUISHING FEATURES OF THE CLASS: In this position the employee serves as liaison between cable television users, the cable television company, and the jurisdiction, facilitating implementation of the cable television franchise services. The work involves following up on customer complaints pertaining to cable construction and service; providing information and assistance to customers, conducting research and providing information on a regular basis to the policy making body of the jurisdiction. General supervision is provided by the Town Supervisor. Supervision of others is not a responsibility of this class. Does related work as required.

TYPICAL WORK ACTIVITIES:

Logs and follows up on complaint calls to ensure that proper service is provided customers; investigates recurrent problems and suggests solutions to ensure user satisfaction;

Gathers information and maintains communication between users, potential users, the ruling body of the jurisdiction and the cable television company through phone conversations, meetings, and written correspondence;

Reviews provisions of franchise; compares content, services and costs with franchises in other jurisdictions;

Provides research reports and regular monthly reports to governing body or jurisdiction on construction progress, user statistics, service plans, and other special topics;

Writes news releases on meeting schedules, construction schedules, and other information related to cable television;

Ascertain needs and interests for community access programming from governmental and educational agencies and integrates with cable television capability;

Gathers and files information on utilization of video equipment and public access programming;

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: General knowledge of capability of video equipment; good knowledge of cable television franchise provisions; working knowledge of office procedures; ability to communicate effectively orally and in writing; ability to deal effectively with the general public; ability to make comparisons and do cost analysis studies; ability to write correspondence, news releases and reports; ability to follow through on problems and work out solutions; organizational ability; initiative; resourcefulness; tact; thoroughness; health commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: EITHER:

- (A) Graduation from high school or possession of a high school equivalency diploma plus two (2) years paid full time experience or its part-time equivalent experience in a responsible administrative or management position which included public contact work, research and report writing; OR,
- (B) Possession of an Associate's degree; OR,
- (C) An equivalent combination of training and experience as defined within the limits of (A) and (B) above.

SPECIAL REQUIREMENTS: Depending on the position duties, candidates for employment with the Monroe County Government will be required to pass a pre-employment drug test.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

ADOPTED: December 23, 1981