

**STATE OF OHIO (DAS)**  
CLASSIFICATION  
SPECIFICATION

**CLASSIFICATION SERIES:**  
Telephone Service Quality Coordinator

**SERIES NO.:**  
2317

**MAJOR AGENCIES:**  
Public Utilities Commission only

**EFFECTIVE DATE**

**SERIES PURPOSE**

The purpose of the telephone service quality coordinator occupation is to conduct inspections & investigations of telephone & telecommunications companies facilities & equipment to ensure conformance with state & federal regulations.

This class is reserved for use by the Public Utilities Commission of Ohio only.

**CLASS TITLE**

Telephone Service Quality Coordinator

**CLASS NUMBER:**

23171

**EFFECTIVE DATE**

06/26/1994

**CLASS CONCEPT:**

The full performance level class works under direction & requires considerable knowledge of technical construction & operation of telephone & telecommunications utilities in order to inspect & investigate telephone & telecommunications companies facilities & equipment for assurance that telephone & telecommunication service providers, under jurisdiction of PUCO, comply with all rules & regulations regarding adequacy & quality of service & investigate customer service complaints.

<b>CLASS TITLE</b> Telephone Service Quality Coordinator	<b>CLASS NUMBER:</b> 23171	<b>BARGAINING UNIT:</b> 07
---	-------------------------------	-------------------------------

**EFFECTIVE DATE**

06/26/1994

**JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Independently investigates, inspects & analyzes local exchange telephone company plant & subscribers' attitudes to determine quality & adequacy of service & transmission (e.g., checks boundaries, EAS (i.e., extended area service), base rate expansions, FX service & toll transmission; utilizes electronic analyzer & lap-top computer to test analog, electronic & digital central office switching & trunking circuit equipment; inspects building & equipment for cleanliness, good housekeeping & safety; interviews subscribers through personal & telephone contact regarding quality of their telephone service; performs sampling review of company records of line assignment & trouble records for compliance with Commission orders; performs measurement of trouble types & volumes to determine quality of service & transmission of various trunks; observes telephone plant exterior facilities for problems; studies operator efficiency; makes or checks detailed inventory of telephone public utility property), tests all phases of central office for proper, efficient & adequate service as prescribed by Commission Minimum Telephone Service Standards (i.e., checks central office local dial equipment, switchboard, EAS & toll trunking, ringing & interrupter & supervisory & power plants & exchange batteries for condition), investigates & reports on cellular companies, radio common carriers, interexchange carriers, COCOTs (i.e., customer-owned, coin-operated telephones), AOS (i.e., alternative operator services) switchless rebillers & cable television companies with respect to compliance with Commission rules & regulations.

Prepares detailed written & lap-top computer reports reflecting results of inspections, testing & personal interviews, suggests corrective measures & makes recommendations to improve telephone service; testifies in telephone complaint & rate cases regarding findings involving facilities, equipment, service & complaints; presents expert testimony in service & complaint hearings & formal hearings as assigned; represents Commission at meetings of state & federal agencies, industry groups, or public; trains new employees in technical investigation & inspection procedures.

Performs clerical tasks related to inspections/investigations as required (e.g., faxing, copying, mailing, filing, typing, answering phones, labeling files, sorting correspondence).

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of technical construction & operation of telecommunications systems; auditing procedures; digital telephone technology; general management; safety practices relating to telephone equipment & wiring; Public Utilities Commission rules & regulations & federal & state laws pertaining to telephone utilities; inspection & investigation principles & techniques; public relations. Skill in operation of lap-top computer; telecommunications test equipment. Ability to communicate effectively with utility company officials regarding telecommunication systems operations; define problems, collect data, establish facts & draw valid conclusions; use statistical analysis; understand technical materials; prepare & deliver speeches before specialized audiences & general public.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Completion of undergraduate core program in business administration or engineering; 6 mos. trg. or 6 mos. exp. in construction or operation of telecommunications systems; 3 mos. trg. or 3 mos. exp. in safety practices relating to telephone equipment & wiring; 3 mos. trg. or 3 mos. exp. in public relations pertaining to sensitive issues; 1 course or 3 mos. trg. or 3 mos. exp. in general management principles & techniques; 3 mos. trg. or 3 mos. exp. in operation of telecommunications test equipment; travel required; must be able to provide own transportation.

-Or 36 mos. exp. in construction or operation of telecommunications systems to include safety practices & operating telecommunications test equipment; 1 course or 3 mos. trg. or 3 mos. exp. in general management; 3 mos. trg. or 3 mos. exp. in public relations pertaining to sensitive issues; travel required; must be able to provide own transportation.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Must complete agency & industry sponsored training in areas of computer systems; digital & advance switching technology & their operation as offered.

**UNUSUAL WORKING CONDITIONS:**

May be exposed to high voltage.