

**POSITION VACANCY NOTICE**

**CITY OF KETCHIKAN**

October 13, 2022

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| **TITLE: ASSISTANT TELECOMMUNICATION DIVISION MANAGER** | | | |
| **DEPARTMENT:** | Management | **DIVISION:** | KPU Telecommunication |
| **STATUS:** | Regular  Full-time | **HOURS/DAYS:** | Monday – Friday  8:00 AM – 5:00 PM |
| **GRADE / STEP:** | TL 985 | **DUTIES:** | See attached job description |
| **SALARY:** | $9,837.29 - $13,287.99 DOQ | **UNION STATUS:** | NO |

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| **SPECIAL REQUIREMENTS:**  Bachelor’s degree from an accredited college or university with major course work in accounting, business, or related field and five years of increasingly responsible administrative and management responsibility in a telecommunications environment. |

**ADVERTISING REQUIREMENTS**

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| **POSITION IS OPEN UNTIL FILLED**  **APPLICATIONS MUST BE RECEIVED BY CLOSING DATE** |
| **WHERE:** Local Only **□**  Statewide □ Pacific NW □ National □ |
| **PUBLICATIONS:** Ketchikan Daily News; Job Service; City Website |

**APPLICANT PROCESSING INSTRUCTIONS**

**FOR APPLICATION AND COMPLETE JOB DESCRIPTION CONTACT:**

**THE CITY OF KETCHIKAN, 334 FRONT STREET, (907) 228-5631 OR ON-LINE AT** [**http://www.ktn-ak.us/jobs**](http://www.ktn-ak.us/jobs)

**CITY OF KETCHIKAN IS AN EQUAL OPPORTUNITY EMPLOYER**

City of Ketchikan

**City of Ketchikan**

**assistant telecommunications Division manager**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are* ***not*** *intended to reflect all duties performed within the job.*

**Summary Description**

Under administrative direction, manages, supervises, and coordinates the activities and operations of regulatory staff within the Telecommunications Division, including supervising carrier access billing, traffic and intra-state cost studies, local and toll tariffs, regulatory reporting and compliance, separations, and internal budgetary control; coordinates assigned activities with other divisions, departments, and outside agencies; and provides highly responsible and complex administrative support to the Telecommunications Division Manager, acting as Division Manager in his/her absence. The Assistant Telecommunications Division Manager must comply with generally accepted industry accounting methods and the laws and regulations that govern rural telecommunications fiscal practices. This position is responsible for the professional and ethical conduct of subordinates and must perform his/her duties in a manner that reflects positively and professionally on the Telecommunications Division, Ketchikan Public Utilities, The City of Ketchikan, and the Independent Telephone Industry. The Assistant Telecommunications Division Manager must promote effective and efficient use of the resources made available to employees, contractors, and authorized representatives of the Telecommunications Division and be aware of the unique operating environment of the division as a regulated entity within a municipal government environment. In the absence of the Telecommunications Division Manager, this position performs administrative duties relating to the planning, directing, marketing, coordinating, and controlling of the operations of the Telecommunications Division.

**representative Duties**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Assumes management responsibility for assigned services and activities of regulatory staff, including overall management and business strategy of the Telecommunications Division; administers the separations and regulatory functions.
2. Manages and participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommends and administers policies and procedures.
3. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.
4. Plans, directs, coordinates, and reviews the work plan for regulatory and accounting staff; assigns work activities, projects, and programs; reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems.
5. Selects, trains, motivates, and evaluates regulatory and accounting personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements progressive discipline and termination procedures.
6. Oversees and participates in the development and administration of the regulatory area’s annual budget; participates in the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments.
7. Supervises all carrier-billing activities; evaluates, develops, and implements changes as mandated by regulatory agencies and carriers.
8. Supervises all traffic and cost study activities; coordinates with consultants and internal staff to achieve timely completion of activities.
9. Prepares comments and provides testimony while representing Telecommunications Division interests at meetings of regulatory bodies and industry associations.
10. Supervises and participates in the preparation and filing of all regulatory and industry reports.
11. Supervises and participates in all tariff activities and participates in the development of pricing for non-regulated and/or competitive products and services.
12. Assists in evaluating, developing and implementing methods and procedures for inventory control and asset management.
13. Supervises internal purchase order and invoice processing activities, and supervises time reporting activities; supervises internal billing activities.
14. Supervises the internal administration of the regulatory area’s budgeting process and provides staff and management with timely updates on budgetary objectives.
15. Supervises the development of methods and procedures that will insure the accuracy of information reported to internal and external users.
16. Assists in the implementation of system software integration to achieve automation and efficiency within the division.
17. Assists in the development of business plans and deployment strategies.
18. Serves as the liaison for regulatory staff with other divisions, departments, and outside agencies; negotiates and resolves sensitive and controversial issues.
19. Serves as staff on a variety of boards, commissions, and committees; prepares and presents staff reports and other necessary correspondence.
20. Provides responsible staff assistance to the Telecommunications Division Manager; conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to programs, policies, and procedures as appropriate.
21. Attends and participates in professional group meetings; maintains awareness of new trends and developments in telecommunications regulation; incorporates new developments as appropriate.
22. Responds to and resolves difficult and sensitive citizen inquiries and complaints.
23. Performs related duties as required.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

Operational characteristics, services, and activities of a telecommunications regulation program.

Principles and practices of separations, regulation, and accounting.

Principles and practices of program development and administration.

Principles and practices of budget preparation and administration.

Principles of supervision, training, performance evaluation, and progressive discipline.

Telecommunications accounting principles and separation rules.

Local, state, and federal regulations pertaining to the telecommunications industry.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

**Ability to:**

Oversee and participate in the management of a comprehensive telecommunications regulation program.

Oversee, direct, and coordinate the work of lower level staff.

Select, supervise, train, and evaluate staff; implement progressive discipline when necessary.

Participate in the development and administration of division goals, objectives, and procedures.

Prepare and administer budgets.

Prepare clear and concise administrative and financial reports.

Prepare written comments to regulatory bodies and present oral testimony.

Interpret regulatory declarations and rules.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Research, analyze, and evaluate new service delivery methods and techniques.

Interpret and apply federal, state, and local policies, laws, and regulations.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines -** *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education/Training:**

A Bachelor’s degree from an accredited college or university with major course work in accounting, business, or a related field.

**Experience:**

Five years of increasingly responsible administrative and management responsibility in a telecommunications environment.

**License or Certificate:**

Possession of an appropriate, valid driver’s license.

**physical demands and WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Standard office setting with some travel to other locations to represent the division’s interests at regulatory hearings or other meetings; work outside regular hours to meet multiple and sometimes conflicting deadlines.

**Physical:** Sufficient physical ability to work in an office setting and occasionally travel; stand or sit for prolonged periods of time; operate office equipment including use of a computer keyboard; push, pull, lift, and/or carry light amounts of weight; verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

Grade: 9-85

Union: No

FLSA: Exempt

Date Approved: April 1, 1990

Date Amended: May 17, 2003

Date Amended: November, 2018 (Johnson & Associates)

Date Reviewed: August 2019

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| Human Resources Manager Approval |

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| City Manager Approval |