

Jessica Frank

From: Jonathan P.A. Leopold, Jr.
Sent: Friday, July 30, 2010 4:10 PM
To: Jessica Frank; Susan Leonard; Burns, Chris
Subject: Jessica, please print out for Board for item 7

To the Board of Finance

Attached are proposed personnel/position changes consistent with the operational plan and budget for FY 2011. Dorman & Fawcett have concurred with these proposed positions. The positions descriptions have been developed by HR and BT staff.

The two Account Executive positions are reclassified Customer Service positions and will be supporting the commercial sales priority.

The Outside Plant Technician positions are proposed to bring the installation process in house and to terminate the outside contractor currently performing the service.

The other positions represent a reorganization of the sales and marketing divisions into a single unit.

Jonathan Leopold

802-865-7019

City of Burlington Job Description

Position Title: Outside Plant Technician

Department: Burlington Telecom

Reports to: Division Manager of Facility Engineering, Construction and Operations

Pay Grade: LS Non-Classified

Job Code:

Exempt/Non-Exempt: Non-Exempt

Union: Non-Union

General Purpose: This position is mainly responsible, for FTTH (Fiber-to-the-Home) installations, maintenance and repair of Burlington Telecom's transmission and distribution system.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position)

- Perform the installation, maintenance and repair of the transmission and distribution system.
- Assist in distribution system construction projects including any cost estimates.
- Ensure that FTTP (Fiber-to-the-Premise) installations and repairs conform to adopted industry standards.
- Work as part of the Burlington Telecom team to ensure any and all work performed is in support of all corporate goals and commitments to service.
- Ensure a safe working environment for self, employees and general public, by practicing work methods and elements in compliance with all applicable local, state and federal codes, standards, laws, and regulations; including, but not limited to National Electric Safety Code and OSHA.
- Participate in training opportunities as assigned and required..
- Assist Network Operations department in identifying and developing field equipment and hardware specifications.
- Assist Division Manager of Facility Engineering, Operations and Construction by creating and maintaining accurate, detailed records of Burlington Telecom's cable distribution system using facilities management system.
- Execute the closing of work orders after final job completion.
- Assist in the restoration of system outages related to the distribution system.

- Assist in planning and design of distribution system improvements.
- Work in a supportive role with Network Operations for operation of the Class 5 voice switch to include installation, provisioning and maintenance.
- Work in a supportive role with Network Operations for operation of the electronics transport system to include installation, provisioning and maintenance.
- Assist in the preparation of the Outside Plant area's budget.
- Assist in the investigation and resolution of customer complaints regarding service as related to distribution system.

Non-Essential Job Functions:

- Perform other tasks as may be assigned.

Qualifications/Basic Job Requirements:

- Associate's degree in telecommunications, business or related discipline, or graduation from recognized industry certification programs in related hardware and software and five years experience in the construction, maintenance, repair and operations of telecommunication systems. Relevant experience may be substituted for educational requirements.
- Demonstrated experience in FTTP installation, maintenance and repair and the associated practices required.
- Demonstrated hands on experience with fiber optic splicing required.
- Knowledge of optical splitters and associated splicing practices required.
- Ability to read and interpret complex schematics, drawings, specifications, manuals and plans required.
- Must possess strong written and verbal communication skills and an ability to interact with coworkers and the public.
- Demonstrated ability to operate personal computers required.
- Ability to pass a pre-employment drug screening required.
- Ability to train for pertinent industry safety rules, practices and standards required.
- Ability to obtain and maintain First Aid and CPR certification within three months of date hired.
- Class B Commercial Driver's License endorsement preferred.
- Must wear safety equipment, including, but not limited to; high voltage rubber gloves, safety glasses, hard hat, hearing protection and safety harness.
- Must be able to work as part of a team.
- Ability to work nights, weekends and holidays required.
- Ability to obtain and maintain a valid drivers license required.
- Ability to maintain confidential information.

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically

performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

- | | | |
|--|---|---|
| <input checked="" type="checkbox"/> seeing | <input checked="" type="checkbox"/> ability to move distances within and between warehouses/offices | <input checked="" type="checkbox"/> lifting (specify) 70_ pounds |
| <input checked="" type="checkbox"/> color perception (red, green, amber) | <input checked="" type="checkbox"/> climbing | <input checked="" type="checkbox"/> carrying (specify) 70_ pounds |
| <input checked="" type="checkbox"/> hearing/listening | <input checked="" type="checkbox"/> ability to mount and dismount forklift/truck | <input checked="" type="checkbox"/> driving (local/over the road) |
| <input checked="" type="checkbox"/> clear speech | <input checked="" type="checkbox"/> pushing/pulling | |
| <input checked="" type="checkbox"/> touching | | |
| <input checked="" type="checkbox"/> dexterity | | |
| <input checked="" type="checkbox"/> hand | | |
| <input checked="" type="checkbox"/> finger | | |
| <input type="checkbox"/> reading - basic | <input type="checkbox"/> math skills - basic | <input checked="" type="checkbox"/> analysis/comprehension |
| <input checked="" type="checkbox"/> reading - complex | <input checked="" type="checkbox"/> math skills - complex | <input checked="" type="checkbox"/> judgment/decision making |
| <input type="checkbox"/> writing - basic | <input checked="" type="checkbox"/> clerical | |
| <input checked="" type="checkbox"/> writing - complex | | |
| <input type="checkbox"/> shift work | <input checked="" type="checkbox"/> outside | <input type="checkbox"/> pressurized equipment |
| <input checked="" type="checkbox"/> works alone | <input checked="" type="checkbox"/> extreme heat | <input checked="" type="checkbox"/> moving objects |
| <input checked="" type="checkbox"/> works with others | <input checked="" type="checkbox"/> extreme cold | <input checked="" type="checkbox"/> high places |
| <input checked="" type="checkbox"/> verbal contact w/others | <input checked="" type="checkbox"/> noise | <input checked="" type="checkbox"/> fumes/odors |
| <input checked="" type="checkbox"/> face-to-face contact | <input checked="" type="checkbox"/> mechanical equipment | <input checked="" type="checkbox"/> hazardous materials |
| <input checked="" type="checkbox"/> inside | <input checked="" type="checkbox"/> electrical equipment | <input checked="" type="checkbox"/> dirt/dust |

Supervision:

Directly Supervises 0

Indirectly Supervises: 0

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

City of Burlington Job Description

Position Title: Account Executive

Department: Burlington Telecom

Reports to: Division Manager of Sales, Marketing & Customer Service

Pay Grade: NC with incentive earnings* **Job Code:** 1115

Exempt/Non-Exempt: Exempt **Union:** Non-Union

General Purpose: This position is responsible for generating commercial customer revenue through defined sales activities. In addition, this position is required to achieve monthly revenue sales quotas.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The “Qualifications/Basic Job Requirements” and the “Physical and Mental/Reasoning Requirements and Work Environment” state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

- Responsible for coordinating new weekly and monthly prospective customer contact lists with the Division Manager of Sales, Marketing & Customer Service.
- Responsible for meeting defined sales quotas as defined by Division Manager of Sales, Marketing and Customer Service.
- Initiates new contacts through cold calls and face to face appointments.
- Develops and presents customer proposals on an ongoing basis.
- Prepares and submits signed new customer sales orders weekly.
- Assists in the development of overall sales strategies and plan.
- Completes and submits weekly sales activity reports.
- Participates in sales team meeting as required by management.
- Participates in community and after hours business events.
- Actively interacts with peers to ensure that effective communication occurs daily.
- Report competitive market strategies and recommend courses of action to Division Manager of Sales, Marketing & Customer Service.

Non-Essential Job Functions:

- Performs other duties as required.

Qualifications/Basic Job Requirements:

- Associate’s Degree in relevant field and two years professional sales experience, or High School diploma or equivalent and four years professional sales experience.

- Experience in the telecommunications industry is preferred.
- Demonstrated sales and negotiation skills.
- Ability to complete appropriate paperwork and project documents in an accurate and timely manner.
- Must be highly motivated and goal-oriented and perform well with defined expectations.
- Ability to establish and meet specific set goals and objectives contained within the developed sales plan including a minimum number of weekly cold call/new contacts, weekly appointments, weekly proposals, and new sales orders.
- Ability to communicate clearly both orally and in writing.
- Ability to act independently.
- Strong analytical skills required.
- Ability to obtain and maintain a valid drivers license required.
- Ability to work nights, weekends and holidays if required.
- Execution prior to the start of work of all required agreements including, without limitation, any Compensation Plan, non solicitation and nondisclosure agreements.
- Proven ability to display excellent interpersonal skills.
- Ability to maintain confidential information.
- Ability to attend evening meetings, as well as to travel to conferences, workshops or other professional meetings.

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

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| <input checked="" type="checkbox"/> seeing | <input type="checkbox"/> ability to move distances | <input checked="" type="checkbox"/> lifting (specify) |
| <input checked="" type="checkbox"/> color perception | <input type="checkbox"/> within and between | <input type="checkbox"/> 20 pounds |
| <input type="checkbox"/> (red, green, amber) | <input type="checkbox"/> warehouses/offices | <input checked="" type="checkbox"/> carrying (specify) |
| <input checked="" type="checkbox"/> hearing/listening | <input type="checkbox"/> climbing | <input type="checkbox"/> 20 pounds |
| <input checked="" type="checkbox"/> clear speech | <input type="checkbox"/> ability to mount and | <input checked="" type="checkbox"/> driving (local/over |
| <input checked="" type="checkbox"/> touching | <input type="checkbox"/> dismount forklift/truck | <input type="checkbox"/> the road) |
| <input checked="" type="checkbox"/> dexterity | <input type="checkbox"/> pushing/pulling | |
| <input checked="" type="checkbox"/> hand | | |
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| <input type="checkbox"/> reading - basic | <input type="checkbox"/> math skills - basic | <input checked="" type="checkbox"/> analysis/comprehension |
| <input checked="" type="checkbox"/> reading - complex | <input checked="" type="checkbox"/> math skills - complex | <input checked="" type="checkbox"/> judgment/decision |
| <input type="checkbox"/> writing - basic | <input checked="" type="checkbox"/> clerical | <input type="checkbox"/> making |
| <input checked="" type="checkbox"/> writing - complex | | |
| <input type="checkbox"/> shift work | <input type="checkbox"/> outside | <input type="checkbox"/> pressurized equipment |
| <input checked="" type="checkbox"/> works alone | <input type="checkbox"/> extreme heat | <input type="checkbox"/> moving objects |
| <input checked="" type="checkbox"/> works with others | <input type="checkbox"/> extreme cold | <input type="checkbox"/> high places |
| <input checked="" type="checkbox"/> verbal contact w/others | <input type="checkbox"/> noise | <input type="checkbox"/> fumes/odors |
| <input checked="" type="checkbox"/> face-to-face contact | <input type="checkbox"/> mechanical equipment | <input type="checkbox"/> hazardous materials |
| <input checked="" type="checkbox"/> inside | <input type="checkbox"/> electrical equipment | <input type="checkbox"/> dirt/dust |

Supervision:

Directly Supervises: 0

Indirectly Supervises: 0

***Compensation Plan & Incentive Earnings:**

This position will be assigned a salary band and placed on the Burlington Telecom salary table. In addition, this position will be eligible to earn incentive payments as described in the Burlington Telecom Compensation Plan. Performance measures shall be outlined by the Division Manager of Sales, Marketing & Customer Service. Failure to meet the performance measures as outlined by the Division Manager of Sales, Marketing & Customer Service within the required time frames will be just cause for immediate dismissal and no progressive discipline procedures will be applicable notwithstanding the City Personnel Policy. Burlington Telecom reserves the right to amend this Compensation Plan as it relates to this position with notice as described in the Compensation Plan.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

(Created 09/06; updated regular status 11/06)
(draft revision 12/07; final 01/25/08; revised Jun 2010)

City of Burlington Job Description

Position Title: Customer Service Manager

Department: Burlington Telecom

Reports to: Division Manager of Sales, Marketing & Customer Service

Pay Grade: NC

Job Code:

Exempt/Non-Exempt: Exempt

Union: N/A

General Purpose:

The Customer Service Manager is responsible for directing the delivery of service to subscribers; supervising the customer service team and ensuring the call center is aligned and meets the organizational financial, operational and service plans.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The “Qualifications/Basic Job Requirements” and the “Physical and Mental/Reasoning Requirements and Work Environment” state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

- Develop, train, motivate and manage the customer service representatives to make sure that organizational goals and objectives and policies are maintained.
- Monitors the quality of work from the customer service representatives consistently through the defined quality assurance process
- Assist in the creation of residential sales goals for BT and ensures that customer service representatives are trained and prepared to meet their individual and team goals for new customers as well as call-out programs
- Develops work procedures, prepares work schedules, coordinates and expedites workflow for customer service representatives.
- Responsible for leading the design, planning and implementation of customer call flow systems specifically service/work order entry systems and customer records management systems to ensure most effective use and operation.
- Represents BT at identified community functions throughout the year
- Prepares documentation and communicates customer service request findings, and makes recommendations to the Division Manager of Sales, Marketing and Customer Service on appropriate action/solutions.
- Assists the Division Manager in coordinating the customer service operating budget.
- Plays a role in selecting, hiring, and conducting performance reviews of employees in consultation with the Division Manager,
- Receives incoming customer calls and handles/distributes them accordingly.
- Receives and handles escalated customer complaints

- Enters customer information into various internal systems.
- Tracks order flow to ensure timely completion of orders.
- Works as a liaison between customer service and outside plant to ensure timely completion of orders and clearance of troubles.
- Performs service order provisioning through multiple user interfaces of the following types:
 - Local number portability provisioning.
 - Number Portability Administrative Center processing.
 - 911 data entry.
 - Directory Listings processing.
 - Local Service request/access service request provisioning.
 - Switch provisioning.
 - Video provisioning.
 - Line Information Data Base/Calling Name Services entry.
- Utilizes other systems and interfaces as needed.
- Processes customer payments.
- Participates in cross selling/ up selling of product lines.
- Receives, directs and or performs basic troubleshooting functions.
- Submits Public Service Commission reports.
- Attends trainings as directed.
- Assist in creating policies and procedures for the Customer Service Department.
- Creates internal tracking reports and other reports as needed.

Non-Essential Job Functions:

- Performs other duties as required.

Qualifications/Basic Job Requirements:

- Associates Degree and six years of customer service call center at a Competitive Local Exchange Carrier (CLEC) and/or Cable TV experience serving a broad range of customers required. At least six years of relevant experience may be substituted for the educational requirements.
- Prior experience in a dispatch position preferred.
- Familiarity with FairPoint LNP, E911 and ASR/LSR systems required.
- PC Proficiency (Microsoft Office Products) as well as experience in database operation.
- Familiarity with Vermont State Public Service Board rules and regulations desirable.
- Familiarity with Telecommunications Industry policies and procedures required.
- Ability to communicate effectively orally and in writing.
- Prior experience with customer account management.
- Strong analytical skills required.
- Must be able to work independently and as part of the customer service team in a fast-paced, complex, detail-oriented office environment that features many repetitive tasks and deadlines.
- Must be flexible and able to handle multiple tasks concurrently.

- Must provide all customers with prompt and courteous service.
- Upon conditional offer of employment, candidate must successfully complete a background check as per current City ordinance or policy.
- Ability to work nights, weekends and holidays if required.
- Proven ability to display excellent interpersonal skills including effective communication and the ability to coach and supervise subordinates.
- Ability to maintain confidential information.
- Ability to attend evening meetings, as well as to travel to conferences, workshops or other professional meetings.

Physical & Mental/Reasoning Requirements; Work Environment:

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| <input checked="" type="checkbox"/> clear speech | <input type="checkbox"/> ability to mount and
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| <input type="checkbox"/> reading - complex | <input type="checkbox"/> math skills - complex | <input checked="" type="checkbox"/> judgment/decision
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Supervision:

Directly Supervises: 4

Indirectly Supervises: 0

Disclaimer:

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Approvals:

Customer Service Manager

Page 4 of 4

Department Head: _____

Date: _____

Human Resources: _____

Date: _____

(Created June 2010)

City of Burlington Job Description

Position Title: Senior Marketing and Sales Associate

Department: Burlington Telecom

Reports to: Division Manager of Sales, Marketing & Customer Service

Pay Grade: NC

Job Code:

Exempt/Non-Exempt: Non-Exempt

Union: Non-Union

General Purpose: This position is responsible for implementing marketing, sales and customer service initiatives as determined by the Division Manager of Sales, Marketing & Customer Service for all services provided by Burlington Telecom.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

- Assist in the development, implementation and maintenance of a Community Involvement strategy aimed at public awareness of Burlington Telecom.
- Create and implement tracking of community events and report on the success to supervisor
- Maintain databases as assign by the Division Manager of Sales, Marketing & Customer Service
- Create and maintain a database for emails of current BT subscribers.
- Assists in the publication of BT literature.
- Assists in the development of surveys and survey databases, and deliver results to supervisor on a monthly basis.
- Assist with the design, implementation , and measurement of all sales programs for both residential and commercial programs
- Assist in the development of overall marketing strategy for all BT services including, but not limited to, a realtor and customer referral program.
- Design and create marketing materials appropriate to each service and market segment.
- Support sales and marketing efforts including the development and maintenance of a prospective commercial customer list and marketing materials consistent with the goals and objectives of Burlington Telecom related to commercial customers.
- Actively monitors a variety of competitive market pressures, and reports/recommends courses of action to Division Manager of Sales, Marketing & Customer Service.
- Maintain a working mailing list of all subscribers and non-subscribers within Burlington.

- Support BT web site activity as defined by the Division Manager of Sales, Marketing & Customer Service.

Non-Essential Job Functions:

- Performs other tasks as may be assigned.

Qualifications/Basic Job Requirements:

- Four Year degree in marketing/sales or related field plus 4 years of directly related work experience, or have 8 years of directly related work experience.
- Experience working with printers and mailing houses
- Advanced proficiency in Microsoft Office applications including database and spreadsheet management
- Knowledge of guerrilla marketing techniques, including word-of-mouth and grassroots marketing tactics and customer experience management preferred
- Strong ability to communicate clearly, orally, and in writing required.
- Strong analytical skills required.
- Proven ability to display excellent interpersonal skills including effective communications and the ability to coach and develop direct reports required.
- Knowledge of telephony, cable TV, and internet industry practices.
- Ability to work nights, weekends and holidays
- Ability to maintain confidential information.
- Ability to obtain and maintain a valid drivers license required.
- Experience in the telecommunications industry is a plus.
- Ability to attend evening meetings, as well as to travel to conferences, workshops or other professional meetings.

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

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|---|--|--|
| <input checked="" type="checkbox"/> seeing | <input type="checkbox"/> ability to move distances | <input checked="" type="checkbox"/> lifting (specify) |
| <input checked="" type="checkbox"/> color perception
(red, green, amber) | <input type="checkbox"/> within and between
warehouses/offices | <input type="checkbox"/> 20 pounds |
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| <input checked="" type="checkbox"/> clear speech | <input type="checkbox"/> ability to mount and
dismount forklift/truck | <input type="checkbox"/> 20 pounds |
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the road) |
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| <input checked="" type="checkbox"/> finger | | |
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| <input checked="" type="checkbox"/> reading - complex | <input checked="" type="checkbox"/> math skills - complex | <input checked="" type="checkbox"/> judgment/decision
making |
| <input type="checkbox"/> writing - basic | <input type="checkbox"/> clerical | |

- writing - complex
- shift work
- works alone
- works with others
- verbal contact w/others
- face-to-face contact
- inside
- outside
- extreme heat
- extreme cold
- noise
- mechanical equipment
- electrical equipment
- pressurized equipment
- moving objects
- high places
- fumes/odors
- hazardous materials
- dirt/dust

Supervision:

Directly Supervises: 0 Indirectly Supervises: 0

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

Revised 5/9/05
(Revised July 2008)

Burlington International Airport			JE # 110093				
Journal Entry			Period 1				
FY 2011							
Program	Account	Description	Debit	Credit			
4400	21218	Cash - Airport Bank Account	3,012.90		3,012.90		
4400	22002	Accounts Receivable			30,239.82	A/R total to be processed through MR mod	
4400	22017	A/R Accrual		258.90	33,252.72	s/= total deposit	
35001	45090	PFC					
35001	45090	PFC/Qantas					
35001	45090	PFC/Continental					
35001	45090	PFC/Air New Zealand					
35001	44099	Misc Crew Parking					
35001	44099	Misc Badges		15.00			
35001	63400	Travel					
35001	64200	Consultants					
35001	67500	Public Relations					
35001	70100	Office Supplies					
35001	65924	Reimbursement - Fingerprinting		40.00			
35002	44075	Taxi Fees		103.00			
35002	44076	Building Rent					
35002	44080	Phone Concessions					
35002	44099	Misc - Taxi Record Copies					
35006	44084	Other Building Rent					
35007	44092	Park & Shuttle Receipts		2,596.00			
1001	21001	Cash - General Fund					
4488	21001	AIP74 Cash					
4488	22017	AIP74 - A/R Accrual					
		Total	3,012.90	3,012.90			
DEPOSIT #131282 July 21, 2010							
Prepared by:			Date: 7/30/2010				
Approved by:			Date:				

7/30/2010

R:\Christine Rongo\Airport Journal Entries\FY2011\MiscAirportJournalEntries-July

City of Burlington Job Description

Position Title: Accounts Payable / Accounts Receivable Specialist

Department: Burlington Telecom

Reports to: Division Manager of Business Office

Pay Grade: NC

Job Code:

Exempt/Non-Exempt: Non-Exempt

Union: N/A

General Purpose: This position is responsible for the daily administration of cash receipts, delinquent customer accounts, customer disconnects and reconnects, customer payment agreements, and general business office functions.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

- Assist in the preparation and maintenance of the processes and procedure manual for the handling of accounts payable, cash receipts, delinquent customer accounts processing, customer disconnects and reconnects, and referrals of delinquent accounts to collection agent.
- Receive, enter, track and reconcile all cash receipts and prepare monthly reports.
- Prepare, track and reconcile all Telecom accounts payables.
- Prepare weekly accounts payable vouchers.
- Prepare, mail, record, track, and reconcile monthly invoices for customers.
- Receive and maintain record of incoming telephone calls; direct calls to appropriate personnel or department.
- Order, receive, and maintain all office supplies and equipment within the approved budget.
- Provides administrative/clerical support including but not limited to mail distribution, preparation of correspondence materials, filing, and maintenance of credit card, office keys, and petty cash.
- Receive and document payments for BT services and products.
- Manage delinquent customer accounts and prepare and issue customer disconnect notices.
- Order customer disconnects and reconnects.
- Manage, reconcile, and control delinquent customer accounts sent to third party collection agent.
- Receive, compile, and enter data necessary for reimbursement requests.
- Resolve any payment issues/discrepancies with customers.

- Administer all building services including parking, electric, water, gas, air conditioning, elevator maintenance, cleaning, office equipment repair, et al.
- Coordinate travel arrangements for Telecom personnel.

Non-Essential Job Functions:

- Perform other duties as may be assigned.

Qualifications/Basic Job Requirements:

- Associates Degree in Accounting or related field or have 4 years equivalent work experience.
- Ability to operate a variety of Microsoft Office software programs including but not limited to Word, Excel, and Access required.
- Ability to operate fax machines, copiers, printers, and postage machines.
- Ability to interact with co-workers and members of the public in a professional and courteous manner required.
- Ability to multi-task in a fast paced office environment required.
- Ability to handle large quantities of information and keep information organized and accessible; excellent organizational skills required.
- Ability to communicate effectively both orally and in writing required.
- Knowledge of telephony, cable tv, and internet industry practices.
- Ability to work nights, weekends and holidays if required.
- Ability to maintain confidential information.

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

- | | | |
|---|--|---|
| <input checked="" type="checkbox"/> seeing | <input type="checkbox"/> ability to move distances | <input checked="" type="checkbox"/> lifting (specify) |
| <input checked="" type="checkbox"/> color perception
(red, green, amber) | <input type="checkbox"/> within and between
warehouses/offices | <input type="checkbox"/> 10_ pounds |
| <input checked="" type="checkbox"/> hearing/listening | <input type="checkbox"/> climbing | <input checked="" type="checkbox"/> carrying (specify) |
| <input checked="" type="checkbox"/> clear speech | <input type="checkbox"/> ability to mount and
dismount forklift/truck | <input type="checkbox"/> 10_ pounds |
| <input checked="" type="checkbox"/> touching | <input type="checkbox"/> pushing/pulling | <input type="checkbox"/> driving (local/over
the road) |
| <input checked="" type="checkbox"/> dexterity | | |
| <input checked="" type="checkbox"/> hand | | |
| <input checked="" type="checkbox"/> finger | | |
| <input checked="" type="checkbox"/> reading - basic | <input checked="" type="checkbox"/> math skills - basic | <input checked="" type="checkbox"/> analysis/comprehension |
| <input type="checkbox"/> reading - complex | <input type="checkbox"/> math skills - complex | <input checked="" type="checkbox"/> judgment/decision
making |
| <input checked="" type="checkbox"/> writing - basic | <input checked="" type="checkbox"/> clerical | |
| <input type="checkbox"/> writing - complex | | |
| <input checked="" type="checkbox"/> shift work | <input type="checkbox"/> outside | <input type="checkbox"/> pressurized equipment |
| <input checked="" type="checkbox"/> works alone | <input type="checkbox"/> extreme heat | <input type="checkbox"/> moving objects |
| <input checked="" type="checkbox"/> works with others | <input type="checkbox"/> extreme cold | <input type="checkbox"/> high places |

<input checked="" type="checkbox"/> verbal contact w/others	<input type="checkbox"/> noise	<input type="checkbox"/> fumes/odors
<input checked="" type="checkbox"/> face-to-face contact	<input type="checkbox"/> mechanical equipment	<input type="checkbox"/> hazardous materials
<input checked="" type="checkbox"/> inside	<input type="checkbox"/> electrical equipment	<input type="checkbox"/> dirt/dust

Supervision:

Directly Supervises: 0 Indirectly Supervises: 0

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

(Created July 2008)

City of Burlington Job Description

Position Title: General Manager

Department: Burlington Telecom

Reports to: Chief Administrative Officer

Pay Grade: NC

Job Code: 1061

Exempt/Non-Exempt: Exempt

Union: Non-Union

General Purpose: This position is responsible for the overall performance of Burlington Telecom. In addition, this position is responsible for development, communication and execution of strategic goals and policies and creation and execution of department financial plans and budgets.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

- Creates and implements department strategic goals and policies.
- Ensures that department goals, policies and operating plans are properly understood and administered by subordinates.
- Periodically reviews and approves proposed internal policies and works with appropriate staff to ensure that policies are up-to-date and being implemented effectively.
- Responsible for overall department oversight and evaluation of senior management staff.
- Prepares plans for future development and growth..
- Present reports, budgets and plans for general review to the Administration, the City Council, Board (if applicable) and the general public as needed.
- Prepare and oversee the development of the fiscal year budget and ensure that the department operates within approved budgetary limitations.
- Approves weekly departmental vouchers for accounts payable.
- Prepares financial reports including but not limited to a standard profit and loss sheet.
- Analyzes operating results, and the principal components thereof, relative to established objectives; ensures that appropriate steps are taken to correct unsatisfactory conditions.
- Prescribes specific limitations of the authority of subordinates regarding policies, contractual commitments, expenditures, and personnel actions.
- Represents BT as appropriate in its relationships with major customers, suppliers, competitors, financiers, other government agencies, professional societies, members of the public, elected officials and other groups.
- Participates, coordinates, encourages and mentors BT employees in community activities.
- Participates, coordinates, encourages and mentors BT employees to participate on local boards, commissions and organizations.
- Coaches and develops peers and direct reports by providing regular job performance feedback and

developing training opportunities, performance improvement plans and career success plans for all employees.

- Oversees material and supply management.
- Prepares required reporting for Federal, State and local Government.
- Responsible for supporting all Federal, State and Local tax compliance (USF).
- Assists in the development of departmental Methods of Procedures (MOPs).
- Develops internal control procedures and practices to support overall organization.
- Responsible for purchasing and procurement management.
- Provide for timely and complete filings with appropriate governing agencies including PSB, DPS and FCC.,
- Maintains communications with local, State and Federal legislators as necessary to gain support for legislative activities favorable to Burlington Telecom.
- Maintain industry and trade association relationships furthering activities favorable to Burlington Telecom.
- Represent Burlington Telecom as necessary before local, State and Federal agencies or boards of inquiry.
- Travels as necessary to appropriate meetings, conventions, trade shows or training programs to learn and implement changes in data communications technologies.
- Oversee and manage Burlington Telecom staff, including, performance reviews, disciplinary actions, hiring and termination decisions.

Qualifications/Basic Job Requirements:

- Master's degree (M.A.) and ten years experience in the telecommunications industry with at least five years in a senior executive position; or a Bachelor's Degree and fifteen years in telecommunications with at least five years in a senior management position required.
- Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents.
- Ability to respond to complex inquiries or complaints from customers, regulatory agencies, or members of the business community.
- Ability to write speeches and articles for publication that conform to prescribed style and format.
- Ability to effectively present information to top management, public groups, legislative and regulatory officials, financial institutions etc.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical information in mathematical or diagram form and deal with several abstract and concrete variables.
- Ability to communicate major strategic goals and policies in a variety of forae both internal and external.
- Ability to inspire confidence in and lead—by example, persuasion discipline, reward, etc.—management and employees.
- Ability to create and direct an effective, disciplined, efficient and effective team of managers and employees, required.
- Ability to create and maintain effective institutional culture; and, interpersonal skills necessary to gather and exchange information with Company personnel and external customers and communities required.
- Ability to obtain and maintain a valid drivers license.
- Ability to maintain confidential information
- Ability to attend evening meetings, as well as to travel to conferences, workshops or other professional meetings.

- Ability to work nights, weekends and holidays if required.
- Strong oral and written communication skills required.
- Strong analytical skills required.
- Ability to maintain excellent interpersonal skills including effective communications and the ability to coach and develop direct reports required.
- Ability to express or exchange ideas by means of the spoken and written word to external and internal customers.

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

- | | | |
|---|--|--|
| <input checked="" type="checkbox"/> seeing | <input type="checkbox"/> ability to move distances | <input checked="" type="checkbox"/> lifting (specify) |
| <input checked="" type="checkbox"/> color perception
(red, green, amber) | <input type="checkbox"/> within and between
warehouses/offices | <input type="checkbox"/> 20 pounds |
| <input checked="" type="checkbox"/> hearing/listening | <input type="checkbox"/> climbing | <input checked="" type="checkbox"/> carrying (specify) |
| <input checked="" type="checkbox"/> clear speech | <input type="checkbox"/> ability to mount and
dismount forklift/truck | <input checked="" type="checkbox"/> 20 pounds |
| <input checked="" type="checkbox"/> touching | <input type="checkbox"/> pushing/pulling | <input checked="" type="checkbox"/> driving (local/over
the road) |
| <input checked="" type="checkbox"/> dexterity | | |
| <input checked="" type="checkbox"/> hand | | |
| <input checked="" type="checkbox"/> finger | | |
| <input type="checkbox"/> reading - basic | <input type="checkbox"/> math skills - basic | <input checked="" type="checkbox"/> analysis/comprehension |
| <input checked="" type="checkbox"/> reading - complex | <input checked="" type="checkbox"/> math skills - complex | <input checked="" type="checkbox"/> judgment/decision
making |
| <input type="checkbox"/> writing - basic | <input type="checkbox"/> clerical | |
| <input checked="" type="checkbox"/> writing - complex | | |
| <input type="checkbox"/> shift work | <input type="checkbox"/> outside | <input type="checkbox"/> pressurized equipment |
| <input checked="" type="checkbox"/> works alone | <input type="checkbox"/> extreme heat | <input type="checkbox"/> moving objects |
| <input checked="" type="checkbox"/> works with others | <input type="checkbox"/> extreme cold | <input type="checkbox"/> high places |
| <input checked="" type="checkbox"/> verbal contact w/others | <input type="checkbox"/> noise | <input type="checkbox"/> fumes/odors |
| <input checked="" type="checkbox"/> face-to-face contact | <input type="checkbox"/> mechanical equipment | <input type="checkbox"/> hazardous materials |
| <input checked="" type="checkbox"/> inside | <input type="checkbox"/> electrical equipment | <input type="checkbox"/> dirt/dust |

Supervision:

Directly Supervises: 5 Indirectly Supervises: 11

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

General Manager

Page 4 of 4

(Revised 5/9/05, updated regular status 11/06)

City of Burlington Job Description

Position Title: Division Manager of Sales, Marketing & Customer Service

Department: Burlington Telecom

Reports to: General Manager

Pay Grade: NC

Job Code:

Exempt/Non-Exempt: Exempt

Union: Non-Union

General Purpose: As part of Burlington Telecom's senior management team, this position is responsible for the management and operation of the sales, marketing and customer service staff in support of Burlington Telecom's operational goals for sales, marketing, and customer service. In the absence of the General Manager, this position may have the full authority to act on behalf of the G.M. with the prior approval of the CAO.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

- Develop overall marketing strategy for all BT services.
- Directs the creation of marketing materials and procedures appropriate to each service and market segment.
- Oversees the development, training, motivation and management of the customer service department.
- Develop, train, motivate and manage the marketing and sales team..
- Develop, implement and maintain residential and commercial sales and marketing performance reporting system.
- Oversees the development of the work procedures, work schedules, and workflow for the customer service department.
- Develops work procedures, work schedules, coordinates and expedites workflow for the marketing and sales team.
- Responsible for creative and informational content on BT's website that reinforces and supports BT's brand.
- Oversees the design, planning and implementation of customer call flow systems specifically service/work order entry systems and customer records management systems to ensure most effective use and operation in the commercial sales department.
- Oversees the preparation of documentation and communicates customer service request findings, and makes recommendations to management on appropriate action/solutions.
- Prepare documentation and communicates customer service request findings as related to the marketing and sales team, and makes recommendations to management on

appropriate action/solutions.

- Coordinates the development of marketing, customer service and sales operating budgets.
- Provides marketing and sales analysis for strategic opportunities outside of the City of Burlington.
- Works with other senior management to develop short and long term competitive strategies.
- Manages the implementation and operation of information and functional systems for the customer service, marketing and sales departments.
- Reinforce and adjust the goals and objectives of the commercial sales staff as set forth in the Compensation Plan.
- Responsible for selecting, hiring, and conducting performance reviews of the marketing and sales employees.
- Oversees the selection, hiring and performance reviews of customer service staff.
- Recommend actions for revenue growth that are consistent with the organizational strategies. .
- Participates, coordinates, encourages and mentors BT employees in community activities and to participate on local boards, commissions and organizations.
- Supports top management with analysis of market and industry trends to permit continuous evaluation of business plan strategy and execution.
- Responsible for meeting sales goals.
- Responsible for the retention of BT's residential and commercial customer base.
- Actively interacts with peers to ensure that effective communication occurs daily.
- Actively monitors a variety of competitive market pressures, and reports/recommends courses of action to General Manager.

Non-Essential Job Functions:

- Performs other tasks as may be assigned.

Qualifications/Basic Job Requirements:

- Bachelor's degree in management or marketing/sales.
- Minimum of 10 years experience working in relevant position(s) with experience working in a customer service and/or marketing/sales roll within a telecommunications company or equivalent advanced degree(s).
- Demonstrated supervisory experience.
- Prior experience with customer account management.
- Ability to communicate clearly, orally and in writing required.
- Strong analytical skills required.
- Proven ability to display excellent interpersonal skills including effective communications and the ability to coach and supervise subordinates.
- Ability to work nights, weekends and holidays if required.
- Ability to obtain and maintain a valid driver's license required.
- Ability to maintain confidential information.

- Ability to attend evening meetings, as well as to travel to conferences, workshops or other professional meetings.
- Thorough knowledge of telephone, internet and cable television industry.

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

- | | | |
|---|--|--|
| <input checked="" type="checkbox"/> seeing | <input type="checkbox"/> ability to move distances | <input checked="" type="checkbox"/> lifting (specify) |
| <input checked="" type="checkbox"/> color perception
(red, green, amber) | <input type="checkbox"/> within and between
warehouses/offices | <input type="checkbox"/> 20 pounds |
| <input checked="" type="checkbox"/> hearing/listening | <input type="checkbox"/> climbing | <input checked="" type="checkbox"/> carrying (specify) |
| <input checked="" type="checkbox"/> clear speech | <input type="checkbox"/> ability to mount and
dismount forklift/truck | <input type="checkbox"/> 20 pounds |
| <input checked="" type="checkbox"/> touching | <input type="checkbox"/> pushing/pulling | <input checked="" type="checkbox"/> driving (local/over
the road) |
| <input type="checkbox"/> dexterity | | |
| <input checked="" type="checkbox"/> hand | | |
| <input checked="" type="checkbox"/> finger | | |
| <input type="checkbox"/> reading - basic | <input type="checkbox"/> math skills - basic | <input checked="" type="checkbox"/> analysis/comprehension |
| <input checked="" type="checkbox"/> reading - complex | <input checked="" type="checkbox"/> math skills - complex | <input checked="" type="checkbox"/> judgment/decision
making |
| <input type="checkbox"/> writing - basic | <input type="checkbox"/> clerical | |
| <input checked="" type="checkbox"/> writing - complex | | |
| <input type="checkbox"/> shift work | <input type="checkbox"/> outside | <input type="checkbox"/> pressurized equipment |
| <input checked="" type="checkbox"/> works alone | <input type="checkbox"/> extreme heat | <input type="checkbox"/> moving objects |
| <input checked="" type="checkbox"/> works with others | <input type="checkbox"/> extreme cold | <input type="checkbox"/> high places |
| <input checked="" type="checkbox"/> verbal contact w/others | <input type="checkbox"/> noise | <input type="checkbox"/> fumes/odors |
| <input checked="" type="checkbox"/> face-to-face contact | <input type="checkbox"/> mechanical equipment | <input type="checkbox"/> hazardous materials |
| <input checked="" type="checkbox"/> inside | <input type="checkbox"/> electrical equipment | <input type="checkbox"/> dirt/dust |

Supervision:

Directly Supervises: 6

Indirectly Supervises: 4

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

(Created July 2009; Revised June 2010)

City of Burlington Job Description

Position Title: Senior Account Manager

Department: Burlington Telecom

Reports to: Division Manager of Sales, Marketing and Customer Service

Pay Grade: NC with incentive earnings* **Job Code:** 1115

Exempt/Non-Exempt: Exempt **Union:** Non-Union

General Purpose: This position is responsible for generating commercial revenue through defined sales activities. In addition, this position is required to achieve monthly revenue sales quotas.

Essential Job Functions: (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

- Responsible for coordinating new weekly and monthly prospective customer contact lists with the Division Manager of Sales, Marketing & Customer Service.
- Initiates new contacts through cold calls and face to face appointments.
- Responsible for meeting defined sales quotas as defined by Division Manager of Sales, Marketing and Customer Service.
- Develops and presents customer proposals on an on-going basis..
- Prepares and submits signed new customer sales orders weekly.
- Assists in the development of overall sales strategies and plan.
- Completes and submits weekly sales activity reports.
- Participates in sales team meeting as required by management.
- Participates in community and after-hours business events
- Actively interacts with peers to ensure that effective communication occurs daily.
- Report competitive market strategies and recommend courses of action to the Division Manager of Sales, Marketing & Customer Service. .

Non-Essential Job Functions:

- Performs other duties as required.

Qualifications/Basic Job Requirements:

- Bachelor’s degree in relevant field with two year professional sales experience, or Associate’s Degree in relevant field and four years professional sales experience, or High School diploma or equivalent and six years professional sales experience.
- Experience in the telecommunications industry is preferred.
- Demonstrated sales and negotiation skills.
- Ability to complete appropriate paperwork and project documents in an accurate and timely manner.
- Must be highly motivated and goal-oriented and perform well with defined expectations.
- Ability to establish and meet specific set goals and objectives contained within the developed sales plan including a minimum number of weekly cold call/new contacts, weekly appointments, weekly proposals, and new sales orders.
- Ability to communicate clearly both orally and in writing.
- Ability to act independently.
- Strong analytical skills required.
- Ability to obtain and maintain a valid drivers license required.
- Ability to work nights, weekends and holidays if required.
- Execution prior to the start of work of all required agreements including, without limitation, any Compensation Plan, non solicitation and nondisclosure agreements.
- Proven ability to display excellent interpersonal skills.
- Ability to maintain confidential information.
- Ability to attend evening meetings, as well as to travel to conferences, workshops or other professional meetings.

Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

- | | | |
|---|--|--|
| <input checked="" type="checkbox"/> seeing | <input type="checkbox"/> ability to move distances | <input checked="" type="checkbox"/> lifting (specify) |
| <input checked="" type="checkbox"/> color perception
(red, green, amber) | <input type="checkbox"/> within and between
warehouses/offices | <input type="checkbox"/> 20 pounds |
| <input checked="" type="checkbox"/> hearing/listening | <input type="checkbox"/> climbing | <input checked="" type="checkbox"/> carrying (specify) |
| <input checked="" type="checkbox"/> clear speech | <input type="checkbox"/> ability to mount and
dismount forklift/truck | <input type="checkbox"/> 20 pounds |
| <input checked="" type="checkbox"/> touching | <input type="checkbox"/> pushing/pulling | <input checked="" type="checkbox"/> driving (local/over
the road) |
| <input checked="" type="checkbox"/> dexterity | | |
| <input checked="" type="checkbox"/> hand | | |
| <input checked="" type="checkbox"/> finger | | |
| <input type="checkbox"/> reading - basic | <input type="checkbox"/> math skills - basic | <input checked="" type="checkbox"/> analysis/comprehension |
| <input checked="" type="checkbox"/> reading – complex | <input checked="" type="checkbox"/> math skills - complex | <input checked="" type="checkbox"/> judgment/decision
making |
| <input type="checkbox"/> writing - basic | <input checked="" type="checkbox"/> clerical | |
| <input checked="" type="checkbox"/> writing - complex | | |
| <input type="checkbox"/> shift work | <input type="checkbox"/> outside | <input type="checkbox"/> pressurized equipment |
| <input checked="" type="checkbox"/> works alone | <input type="checkbox"/> extreme heat | <input type="checkbox"/> moving objects |
| <input checked="" type="checkbox"/> works with others | <input type="checkbox"/> extreme cold | <input type="checkbox"/> high places |
| <input checked="" type="checkbox"/> verbal contact w/others | <input type="checkbox"/> noise | <input type="checkbox"/> fumes/odors |

Senior Account Manager

Page 3 of 3

face-to-face contact

mechanical equipment

hazardous materials

inside

electrical equipment

dirt/dust

Supervision:

Directly Supervises: 0

Indirectly Supervises: 0

***Compensation Plan & Incentive Earnings:**

This position will be assigned a salary band and placed on the Burlington Telecom salary table. In addition, this position will be eligible to earn incentive payments as described in the Burlington Telecom Compensation Plan. Performance measures shall be outlined by the Division Manager of Sales, Marketing & Customer Service. Failure to meet the performance measures as outlined by the Division Manager of Sales, Marketing & Customer Service within the required time frames will be just cause for immediate dismissal and no progressive discipline procedures will be applicable notwithstanding the City Personnel Policy. Burlington Telecom reserves the right to amend this Compensation Plan as it relates to this position with notice as described in the Compensation Plan.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

Approvals:

Department Head: _____ Date: _____

Human Resources: _____ Date: _____

(Created 09/06; updated regular status 11/06)

(draft revision 12/07; final 01/25/08; Revised Jun 2010)

Burlington International Airport			JE # 100105	
Journal Entry			Period 13	
FY 2010				
Program	Account	Description	Debit	Credit
4400	21001	Cash - Airport Fund		
4400	22002	Accounts Receivable		
4400	22017	A/R Accrual	258.90	
35001	45090	PFC		258.90
35001	45090	PFC/Qantas		
35001	45090	PFC/Continental		
35001	45090	PFC/US Airways		
35001	44099	Misc Badges		
35001	44099	Misc Crew Parking		
35001	44099	Misc Hats		
35007	44092	Park & Shuttle Receipts		
35001	67500	Public Relations		
35001	70100	Office Supplies		
35001	65924	Reimbursement - Fingerprinting		
35002	44075	Taxi Fees		
35002	44080	Terminal Concessions		
35002	44080	Phone Concessions		
4400	21247	Cash - LCHV		
4488	24131	AIP-74 61 Dumont Ave		
4488	22017	A/R Accrual-AIP74		
Total			258.90	258.90
DEPOSIT #131282 July 21, 2010 - FY10 Portion (PFC money portion)				
Prepared by:			Date: 7/30/2010	
Approved by:			Date:	

7/30/2010

R:\Christine Rongo\Airport Journal Entries\FY2010\MiscAirportJournalEntries-June period 13

Recommendations by HR based on a comparison with Modified Winters scale

	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8	Step 9	Step 10	Step 11	Step 12	Step 13	Step 14	Step 15
Proposed Salary															
Account Executive	39570.00	40321.83	41087.94	41868.62	42664.12	43474.74	44300.76	45142.47	46000.18	46874.18	47764.79	48672.32	49597.1	50539.44	51499.69
Outside Plant Technician	39570.00	40321.83	41087.94	41868.62	42664.12	43474.74	44300.76	45142.47	46000.18	46874.18	47764.79	48672.32	49597.10	50539.44	51499.69
Customer Service Manager	44336.03	45178.41	46036.8	46911.5	47802.82	48711.08	49636.59	50579.68	51540.7	52519.97	53517.85	54534.69	55570.85	56626.69	57702.6
Senior Account Manager	55400.00	56452.60	57525.20	58618.18	59731.92	60866.83	62023.3	63201.74	64402.58	65626.22	66873.12	68143.71	69438.44	70757.77	72102.17
Division Manager of Sales, Customer Service & Marketing	72000.00	73368.00	74761.99	76182.47	77629.94	79104.91	80607.9	82139.45	83700.1	85290.4	86910.92	88562.23	90244.91	91959.56	93706.79
Senior Marketing & Sales Associate	35552	36227.49	36915.81	37617.21	38331.94	39060.24	39802.39	40558.63	41329.25	42114.50	42914.68	43730.06	44560.93	45407.59	46270.33
Accounts Payable / Accounts Receivable Specialist	35552	36227.49	36915.81	37617.21	38331.94	39060.24	39802.39	40558.63	41329.25	42114.50	42914.68	43730.06	44560.93	45407.59	46270.33

Recommendations by BT

	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8	Step 9	Step 10	Step 11	Step 12	Step 13	Step 14	Step 15
Account Executive	40531.97	41306.04	42080.1	42854.17	43628.23	44402.3	45176.36	45950.42	46724.5	47498.56	48272.63	49046.7	49820.8	50594.9	51369.0
Outside Plant Technician	40531.97	41306.04	42080.1	42854.17	43628.23	44402.3	45176.36	45950.42	46724.5	47498.56	48272.63	49046.7	49820.8	50594.9	51369.0
Customer Service Manager	47826.27	48686.65	49563.84	50455.59	51364.14	52288.38	53229.43	54187.27	54675.72	55167.53	55663.81	56164.58	56669.83	57180.69	57694.9
Senior Account Manager	60059.83	61140.91	62242.15	63362.44	64502.9	65663.52	66845.42	68048.61	68661.41	69279.81	69902.69	70532.29	71166.38	71807.18	72453.59
Senior Marketing & Sales Associate	35907.62	36589.2	37270.78	37952.35	38633.94	39315.51	39997.09	40337.89	40678.67	41019.46	41360.25	41701.04	42041.82	42382.62	42723.41
Accounts Payable / Accounts Receivable Specialist	35907.62	36589.2	37270.78	37952.35	38633.94	39315.51	39997.09	40337.89	40678.67	41019.46	41360.25	41701.04	42041.82	42382.62	42723.41

