



Telecommunications
Electric
Water
Gas



American Public Power Association

Greetings!

Thank you for applying for our opening.

In order to make this go as quickly and easily as possible for everyone, here are some guidelines for filling out the application.

Only applications received during the listed time frame for posted and advertised openings will be accepted. HMU does not accept nor solicit applications when there are no posted or advertised openings.

Please do not fill out an application until you have read and understand the Job Description duties of the open position. If a Job Description is not readily available, please request one.

All parts and blanks of the application must be filled out including signature and date on the back page. **No unsigned applications will be accepted.** Please do not substitute a resume for completing the application.

Please list your main job duties and functions under Employment Experience. "See Resume" will not be considered a valid substitute.

Applications will be accepted until July 31, 2020.

Please send applications to: Jennifer Kelly, PO Box 71, Harlan, IA 51537 or email to jkelly@hmunet.com.

Thank you for your interest in employment at Harlan Municipal Utilities.

Customer Service Technician - Installer:

7:00 am – 4:00 pm

Monday - Friday

Rotating On Call Schedule

(must be able to arrive at customer's premise within 30 minutes of call out)

Must pass pre-employment drug screen and background check

APPLICATION FOR EMPLOYMENT

We consider applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, or any other legally protected status.

(PLEASE PRINT)

Position(s) Applied For		Date of Application	
How Did You Learn About Us?			
<input type="checkbox"/> Newspaper	<input type="checkbox"/> Employer Website	<input type="checkbox"/> Social Media	
<input type="checkbox"/> Radio	<input type="checkbox"/> Friend/Relative	<input type="checkbox"/> Employee	
Last Name		First Name	
		Middle Name	
Address	Number	Street	City
			State
		Zip Code	
Telephone Number(s)		Email Address	

Best time to contact you: : ____ AM/PM

Best way to contact you: ____ Phone call ____ Text ____ Email

Are you at least 18 years of age?..... Yes No

Have you ever filed an application with us before? Yes No
 If Yes, give date _____

Have you ever been employed with us before? Yes No
 If Yes, give date _____

Do any of your friends or relatives, other than spouse, work here? Yes No

Are you currently employed?..... Yes No

May we contact your present employer? Yes No

Are you prevented from lawfully becoming employed in this country because of
 Visa or Immigration Status? Yes No
Proof of citizenship or immigration status will be required upon employment

Date available for work ____/____/____ What is your desired salary range? _____

Are you available to work:

Full-Time (please indicate ____ Weekdays ____ Weekends ____ Evenings)

Part-Time (please indicate ____ Weekdays ____ Weekends ____ Evenings)

Temporary (please indicate dates available ____/____/____ - ____/____/____)

Are you currently on "lay-off" status and subject to recall? Yes No

Can you travel if a job requires it? Yes No

WE ARE AN EQUAL OPPORTUNITY EMPLOYER

EDUCATION

	Name and Address of School	Course of Study	Number of Years Completed	Degree (Specify)
Elementary School				
High School				DIPLOMA YES OR NO
Undergraduate College				
Graduate Professional				
Other (Specify)				

Describe any specialized training, apprenticeship, skills and extra-curricular activities.

Are you currently or have you been in the US Military?
 Yes No

If so, please list time periods and any job-related training received.

ADDITIONAL INFORMATION

Other Qualifications

Summarize special job-related skills and qualifications acquired from employment or other experience.

SPECIALIZED SKILLS (EQUIPMENT OPERATED)

<u>MACHINERY/OFFICE EQUIPMENT</u>	<u>SOFTWARE</u>	<u>OTHER</u>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
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State any additional information you feel may be helpful to us in considering your application.

Note to Applicants: DO NOT ANSWER THIS QUESTION UNLESS YOU HAVE BEEN INFORMED ABOUT THE REQUIREMENTS OF THE JOB FOR WHICH YOU ARE APPLYING.

Are you capable of performing in a reasonable manner, with or without a reasonable accommodation, the activities involved in the job or occupation for which you have applied? A review of the activities involved in such a job or occupation has been given. Yes No

REFERENCES

1.	()	
	(Name)	Phone#
	(Address)	Relationship
2.	()	
	(Name)	Phone#
	(Address)	Relationship
3.	()	
	(Name)	Phone#
	(Address)	Relationship

APPLICANT'S STATEMENT

I certify that answers given herein are true and complete.

I authorize investigation of all statements contained in this application for employment as may be necessary in arriving at an employment decision.

This application for employment shall be considered active for a period of time not to exceed 45 days. Any applicant wishing to be considered for employment beyond this time period should inquire as to whether or not applications are being accepted at that time.

I hereby understand and acknowledge that, unless otherwise defined by applicable law, any employment relationship with this organization is of an "at will" nature, which means that the Employee may resign at any time and the Employer may discharge Employee at any time with or without cause. It is further understood that this "at will" employment relationship may not be changed by any written document or by conduct unless such change is specifically acknowledged in writing by an authorized executive of this organization.

I authorize Harlan Municipal Utilities to investigate all statements contained in my application for employment and to investigate my qualifications, education, training, and work experience.

I authorize Harlan Municipal Utilities to do a background check.

In the event of employment, I understand that false or misleading information given in my application or interview(s) may result in discharge. I understand, also, that I am required to abide by all rules and regulations of the employer.

Signature

Date

FOR OFFICE USE ONLY

Position(s) Applied For Is Open: Yes No

Position(s) Considered For: _____

Arrange Interview Yes No Date & Time _____

Remarks _____

Employed Yes No Date of Employment _____

Job Title _____ Hourly Rate/Salary _____

Department _____

By _____ DATE _____
NAME AND TITLE

Position Title: CUSTOMER SERVICE TECHNICIAN - INSTALLER
Pay Range: H5-H10
Residency Classification: Emergency
Status: Non-Exempt
Supervisory Responsibilities: None
Reports to: Lead Technician



Summary: This position is responsible for the testing, installation and repair of the broadband communications network at the customer premise level.

Job Content:

- Responds to routine and complex customer service requests for repair and installation of broadband services.
- Performs disconnects of customer service.
- Actively promotes and sells the attributes of the Telecommunications Utility.
- Performs routine change of service adjustments.
- Installs, adjusts and explains customer's equipment.
- Locates and solves problems associated with installations.
- Assists in the construction and repair of the Telecommunications outside plant and Head End.
- Perform other duties as may be required and assigned.
- Respond to requests to perform emergency work to restore system functionality.
- Promotes & follows safe working conditions by adhering to and practicing safe and efficient work rules as established.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- **Education and/or Experience:** Incumbent must have successfully completed an accredited high school curriculum, or equivalent, plus one year of experience or training in the field of broadband communications. Other requirements include the knowledge of the fundamental principles of broadband communications; a thorough knowledge of the methods and practices involved in testing, repairing and maintenance of subscriber related equipment; and a working knowledge of policies, ordinances and regulations concerning broadband repair and equipment. In lieu of the experience requirement, the incumbent must be able to acquire the knowledge as specified.
- **Language Skills:** Ability to read, analyze and interpret technical procedures and work instructions. Ability to document activities and write reports necessary to convey information concerning job related activities. Ability to effectively present information and respond to questions from citizens, customers, and the general public.
- **Mathematical Skills:** Ability to use basic mathematics

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- **Reasoning Ability:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written or oral form.
- **Certificates, Licenses, Registrations:** Must possess a valid Iowa driver's license and hold the appropriate certificate(s). Must follow all Federal, State, local and Harlan Municipal Utilities drug, alcohol, and safety policies.
- **Physical Demands:** Must be physically capable of climbing stairs, working on catwalks; and normal walking, talking, hearing, standing, vision and sitting.

Lifting: 45 pounds to/from floor to/from shoulder and waist, 11 pounds to/from floor to/from overhead, 75 pounds to/from floor to/from 38 inches off floor

Lift and Carry: 45 pounds at waist level for 30 feet

Push/Pull: 27 pounds of force up to 24" off ground

Grip: 20 pounds

- **Work Environment:** The work environment is varied and includes various indoor and outdoor working conditions. Exposure to varying weather conditions such as extreme cold, heat, wind and rain is probable.

This position description has been developed to enhance the communication of the job in conjunction with performance expectations between the employee and supervisor. The information contained in the position description is designed to reflect the characteristics of the job. From time to time, the employee may be expected to perform duties that are not reflected in this description. This information will be reviewed on a regular basis for modification and change. Either the employee or management may initiate this review at any time.

Employee Signature

Supervisor

Date

Date