

**MANAGER AND
SUPERVISOR JOB SUMMARIES
DESCRIPTIONS
SWITCHING CONTROL CENTER**

1. GENERAL

1.01 This appendix contains job summaries for Switching Control Center (SCC) supervisors. Each job description is assigned a chart number and is arranged within the text so they may be removed for office use. The charts give the general description of each management position and are arranged in the following order.

- Chart 1: SCC Manager
- Chart 2: Control and Analysis Supervisor
- Chart 3: Trunk and Translations Supervisor
- Chart 4: Dispatch and Administration Supervisor
- Chart 5: Evening and Night Supervisor
- Chart 6: Field Supervisor

- Chart 7: Central Office Installation and Growth Supervisor.

1.02 Whenever this appendix is reissued, the reason(s) for reissue will be in this paragraph.

2. ORDERING

2.01 This appendix can be ordered in hard copy form without ordering the associated practice. If the practice associated with this appendix is ordered, the appendix will automatically be supplied.

2.02 If the associated practice is available on microfiche, the practice and its appendix are entered on the same microfiche. Consequently, neither the practice nor the appendix can be ordered separately. In addition, the reissuing of either the practice or the appendix will require the preparation and distribution of a new microfiche.

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CHART 1
SWITCHING CONTROL CENTER
MANAGER

JOB SUMMARY

Supervises a group of first-level supervisors responsible for the administration and maintenance of a group of central offices (CO). Directs the maintenance activity (corrective and preventive maintenance as well as rearrangement and change work) performed at these offices and at the Switching Control Center (SCC). Directly responsible for both the service provided by these entities and the maintenance and changes costs associated with providing that service. Coordinates major projects such as area cutovers, centrex conversions, equipment installation, and rearrangements with other departments.

JOB DUTIES AND RESPONSIBILITIES

A. Directs Maintenance

- (1) Directs the first-level supervisors responsible for all maintenance and administration functions in support of the switch, power, and miscellaneous equipment in the COs.
- (2) Answers for the service results provided by each unit as measured by standard indexes [Network Service Performance Measurement Plan (NSPMP), Trunk Outage Results Plan (TORP), Trunk Transmission Index Plan (TTMI), etc].
- (3) Answers for the productivity of the combined maintenance and changes force as measured by work unit per hour results.
- (4) Answers for the Telephone Company (TELCO) service and craft labor expense associated with CO installation activity, for the meeting of cutover dates and for the protection of service while staying within the allocated project budgets during the installation phase.
- (5) Reviews current projects, personnel requirements, and operational problems with subordinates through regularly scheduled meetings.
- (6) Adjusts subordinates job assignments and methods to improve the management of both the SCC and field work.
- (7) Establishes priorities and develops specific plans in conjunction with subordinates to alleviate service and performance soft spots.
- (8) Prepares force level forecasts in conjunction with subordinates and tracks actual force levels and productivity against objectives and provides explanations for discrepancies. Adjusts the work force (by loaning or borrowing personnel or by approving the use of overtime) to match the work load consistent with established budgets, work load forecasts, and maintenance technologies.
- (9) Promotes the maximum utilization of SCC organizational and operational concepts, operations support systems, and of established maintenance plans in meeting productivity and service objectives.
- (10) Oversees SCC administrative functions including time report processing, preventive maintenance administration, and report preparation.

CHART 1 (Contd)

B. Develops Subordinates

- (1) Establishes, in conjunction with each subordinate, obtainable objectives for service and cost results as well as for subordinate development.
- (2) Evaluates and critiques the performance of each first-level supervisor on a quarterly basis in terms of meeting established service, efficiency, and subordinate development objectives. Makes positive suggestions for self-development, schedules supervisor training, offers praise, and recommends promotion on the basis of performance.
- (3) Provides subordinates an opportunity for exposure to other departments or outside groups by assigning them to represent the SCC at interdepartmental meetings or the TELCO at public meetings or activities.
- (4) Provides subordinates an opportunity for on-the-job training by rotating them among SCC supervisory positions.

C. Miscellaneous Duties

- (1) Coordinates major projects (cutovers, special studies with Bell Labs and AT&T, and other departments).
- (2) Improves the SCC interfaces with other departments and work groups by developing or negotiating improved intergroup operations and procedures.
- (3) Resolves union grievances and problems that can not be handled by subordinates.
- (4) Represents District Managers at meetings when requested.
- (5) Resolves problems concerning the SCC or individual offices referred by other managers or escalated from subordinates.
- (6) Review the SCC exception report if available (generic 2ASC8 and later).

D. Scope and Nature of Supervision

- (1) Reports to a District Manager along with other managers involved with the maintenance and administrative functions associated with central offices.
- (2) Uses detailed departmental and company operating procedures as a guide in making most decisions. Follows local guidelines for the control of personnel in matters such as overtime, job assignments, and labor relations.
- (3) General managerial reviews of current projects, future plans, and personnel requirements are held quarterly.

CHART 2

SWITCHING CONTROL CENTER
OFFICE CONTROL AND ANALYSIS SUPERVISOR

JOB SUMMARY

Supervises the craft force located at the SCC who perform the Office Control and Analysis functions in support of the switching machines. This responsibility includes the centralized trouble verification, service protection, and analysis of equipment troubles and in some cases, customer trouble reports. Additional responsibilities consist of the administration of corrective maintenance as well as local administration of Operations Support Systems.

JOB DUTIES AND RESPONSIBILITIES

A. Directs Centralized Control and Surveillance

- (1) Supervises craft personnel performing office surveillance and control functions, to ensure prompt action in response to operational support system, switching machine alarms, and other trouble indicators. Develops guidelines for prompt and efficient handling of locally defined alarms.
- (2) Coordinates the effort of SCC and field supervisors and craft to ensure rapid restoral of common equipment to minimize the potential of an office outage.

B. Centralized Trouble Analysis

- (1) Supervises craft personnel performing long-term trouble analysis to ensure effective service protection in response to operational support systems trouble indications, customer and other trouble reports, register readings, switching load data, and referrals from other craft.
- (2) Coordinates all activities which have direct influence upon maintenance results in the measurement plans; eg, Network Service Performance Measurement Plan (NSPMP).
- (3) Reviews and sets Multiple Message Alerting (MMA, previously called MMT) parameters. This responsibility may be delegated to a craft in the work group.
- (4) Develops specific plans in conjunction with the SCC manager, Dispatch and Administration supervisor and field supervisors to improve areas which are below objective level.
- (5) Maintains contact with the field supervisors and provides them with both verbal and written feedback on office results.

C. Directs the Local Administration of Operational Support System (OSS) Equipment

- (1) Directs the use of OSS, such as Automatic Trouble Analysis (ATA), Telecommunications Alarm Surveillance and Control (TASC), and Switching Control Center System (SCCS). Ensures that support systems are efficiently used and that data bases are correct and reflect the capabilities of current generics.
- (2) Coordinates the OSS trouble reporting.
- (3) Directs the completion of OSS installation work and acceptance testing performed by the analyzers.
- (4) Oversees OSS facility recovery as well as repairs.

CHART 2 (Contd)

D. Personnel Responsibilities

- (1) Prepares job assignments for the control and analysis craft forces at the SCC.
- (2) Performs regular reviews of the performance of each subordinate. Prepares work evaluations and reviews these evaluations with each subordinate.
- (3) Reviews recorded evidence of each subordinate's daily work activity to monitor productivity, efficiency, quality, and effectiveness.
- (4) Recommends lateral or promotional moves when warranted.
- (5) Recommends disciplinary action when warranted.
- (6) Identifies the need for and provides on-the-job training of all subordinates.
- (7) Identifies the need for formal training and coordinates scheduling with other SCC supervisors.
- (8) Performs safety reviews as required by the Accident Prevention Plan.
- (9) Reviews company and governmental policies with subordinates as required.
- (10) Prepares career planning for subordinates.
- (11) Monitors the absence records of the subordinates.

E. Miscellaneous Duties

- (1) Monitors housekeeping, safety, and security items at the Office Control/Analysis work stations.
- (2) Provides current data to the manager on the status of Office Control/Analysis functions and results.
- (3) Maintains relations with labor organizations that represent subordinates and resolves grievances originated by them.
- (4) Informs supervision of any serious problems affecting any of the offices or work forces.

F. Scope and Nature of Supervision

Supervision Received

- (1) Reports to the second-level SCC manager along with other first-level SCC and field maintenance supervisors.
- (2) Uses detailed departmental and company operating procedures as guides in making most decisions.
- (3) Follows local guidelines for the control of personnel in matters such as overtime, job assignments, and labor relations.

CHART 2 (Contd)

- (4) Immediate supervisor is generally available for consultation, although guidance is normally sought only in unusual situations. Supervisors generally make scheduled reviews of work progress and visits work site.
- (5) Operates independently on day-to-day basis to meet agreed upon objectives.
- (6) Formal supervisory reviews of current projects and future plans are held at least quarterly. At this time, the attainment of objectives is discussed and plans are outlined for the next period.

CHART 3
SWITCHING CONTROL CENTER
TRUNK AND TRANSLATIONS SUPERVISOR

JOB SUMMARY

Supervises a SCC force of craft persons and clerks in a Trunk Work Area (TWA) who perform centralized trunk maintenance, trunk installation, translation administration, and broadcast warning administration. The supervisor is ultimately responsible for a clear statement of work position responsibilities where the assigned functions are coherent and well matched to control capabilities and accountability measures as well as staffing requirements. Responsibilities further include:

- Workflow descriptions for coordinating work within the TWA
- Interfaces to other centers
- Overseeing that craft and clerks are trained
- Overseeing that craft and clerks are performing in accordance with standard operating methods; maintaining appropriate logs and records; taking full advantage of mechanized aids; and that these aids are appropriately optioned for the local operation.

JOB DUTIES AND RESPONSIBILITIES

A. Directs Trunk Maintenance

- (1) Supervises SCC subordinates who are responsible for trunk access service and service circuit trouble analysis, removal, sectionalization, referral, and repair.
- (2) Answers for the trunk maintenance components of the Network Switch Performance Measurement Plan, the Trunk Outage Results Plan, and the Network Trunk Transmission Measurement Plan reports.
- (3) Establishes the relative priority for loading SCC trunk maintenance work as the result of measurement plan reports and NAC inputs on Critical Trunk Group notices. Includes the analysis of real time and batch operational exception reports, Centralized Automatic Reporting On Trunks (CAROT) reports, referred-ins, and trunk sectionalization/restoral work. Onsite work priorities are negotiated with the Dispatch supervisor.
- (4) Assumes the control office responsibilities for all trunks which designate any office served by the SCC as control office. Assumes access control office responsibilities when designated as ACO for Access Services provided to Interexchange Carriers (IC).
- (5) Negotiates standard and detailed operational procedures with other work group control centers for handling requests for assistance, and referred out/referred in troubles, including procedures for escalation.
- (6) Ensures threshold parameters and data bases are appropriately set in all supporting OSS, and that schedules for routine test activities are properly defined.

CHART 3 (Contd)

B. Directs Trunk Installation Work

- (1) Supervises SCC subordinates who are responsible for coordinating, tracking, and implementing trunk order work.
- (2) Answers to reports on jeopardies and missed due dates.
- (3) Ensures that necessary forms are prepared for trunk order administration and billing.
- (4) Assumes installation control office responsibilities for all trunks which designate any office served by the SCC as control office or access control office.
- (5) Defines standard and detailed procedures for administering and coordinating Trunk Order Coordinator work with dispatch, translations; negotiates methods and schedules with other work group control centers to ensure timely order completion for adds, deletes, and rearrangements, whether control or noncontrol.
- (6) Establishes trunk order priorities for critical trunk orders (eg, special services and Exchange Access).
- (7) Ensures the dispatch, field supervisors, and SCC Manager are alerted to exceptions on preplanned demands for CO resources due to pending short interval orders and trunk order work buildup.
- (8) Participates in major growth and cutover planning activities.

C. Directs Translations and Broadcast Warning Administration

- (1) Supervises the entering of recent change messages for rearrangements, centrex installation, and the scheduling and completion of equipment cross-connection orders which provide for rate and route changes in markers, pretranslators, foreign area translators, etc, and miscellaneous cross connects for items such as traffic peg counts and call annoyance traps.
- (2) Defines procedures for interfacing with the NAC for the receipt of and completion reports on translations information, procedures for entering, verifying, and posting completion on trunk recent changes in coordination with the Trunk Order Coordinator, and procedures with Engineering for discrepancy resolution.
- (3) Coordinates requirements for recent change updates (single card writer, etc) with the Dispatch supervisor when this work requires more than the normal preplanned hours of work.
- (4) Ensures recent change backup procedures are defined and that backup copies are up-to-date.

D. Personnel Responsibilities

- (1) Prepares loading and pricing guides and job assignments for all subordinates.
- (2) Reviews the recorded evidence of each subordinate's daily work activity to monitor productivity, efficiency, quality, and effectiveness.
- (3) Performs regular reviews of the performance of each subordinate. Prepares work evaluations and reviews these evaluations with each subordinate.

CHART 3 (Contd)

- (4) Recommends lateral or promotional moves for subordinates when warranted.
- (5) Recommends disciplinary action when warranted.
- (6) Identifies the need for and provides on-the-job training of subordinates.
- (7) Identifies the need for formal training and coordinates the scheduling with other SCC supervisors.
- (8) Monitors the absence and safety record of each subordinate.
- (9) Performs safety reviews as required by the Accident Prevention Plan.
- (10) Reviews company and governmental policies with subordinates as required.
- (11) Prepares career plans for subordinates.

E. Other Responsibilities

- (1) Monitors safe housekeeping and security provisions in the subordinate's work areas.
- (2) Represents the SCC manager when requested.
- (3) Informs supervision of any serious problems or potential problems affecting service or the work force.
- (4) Maintains relations with the labor organization that represents subordinates and resolves grievances originated by them.
- (5) Prepares work and vacation schedules for subordinates.

F. Scope and Nature of Supervision

Supervision Received

- (1) Reports to the second-level SCC manager along with other first-level SCC and field maintenance supervisors.
- (2) Uses detailed departmental and company operating procedures as guides in making most decisions.
- (3) Follows local guidelines for the control of personnel in matters such as overtime, job assignments, and labor relations.
- (4) Immediate supervisor is generally available for consultation, although guidance is normally sought only in unusual situations. The supervisor generally makes schedules reviews of work progress and visits work site.
- (5) Operates independently on day-to-day basis to meet agreed upon objectives.
- (6) Formal supervisory reviews of current projects and future plans are held at least quarterly. At this time, the attainment of objectives is discussed and plans are outlined for the next period.

CHART 3 (Contd)

Direction of Others

- (1) Subordinate organization consists of craft and clerical persons located at the SCC during the day shift.
- (2) Provides subordinate feedback on work performance on a weekly basis through the use of work evaluations.
- (3) Directly responsible for training and development of subordinates.

CHART 4

SWITCHING CONTROL CENTER
DISPATCH AND ADMINISTRATION SUPERVISOR

JOB SUMMARY

Supervises the combined craft and clerical force located at the SCC who perform centralized dispatch and administration functions. This includes: directing the processing of telephone inputs and document inputs received by the SCC; the force management of SCC and field craft personnel; forecasting work loads; the processing of time report information; ordering of supplies; and the preparation of reports and indices.

JOB DUTIES AND RESPONSIBILITIES

A. Directs Dispatch Positions

- (1) Supervises the processing of all telephone calls and document inputs received by the SCC. Develops Telephone Call Handling Guide, acronyms, and abbreviations used in telephoned trouble reports.
- (2) Periodically reviews the Telephone Input Log, Form E-6831, to ensure proper procedures are being followed.
- (3) Prepares and updates Pricing Guides for each switching system, in coordination with all SCC and field supervisors. Reviews prices (estimated work times) for completed work items to determine if price modifications are necessary.
- (4) Prepares a priority list to be used as a job aid by the loader and the dispatcher.
- (5) Establishes work file system and supervises the administration of the work files in the loading and tracking of all work.
- (6) Reviews the Document Input Log and/or the Monthly Work Request Summary to forecast work loads.
 - (a) Determines the need for the transfer of craft forces between offices to match work force to work load. Contacts appropriate supervisors to effect the transfer and refers any problems to the manager.
 - (b) Determines the need for overtime if the evaluation of the work load indicates the need for additional hours.
- (7) Develops local guidelines for determining craft availability. (These guidelines are used after consulting the Loading Guide, Load and Work Time Record (L&WTR), Work Schedule and no available craft is found).
- (8) Supervises the loading and tracking of preventive maintenance.
- (9) Supervises the calculation of frame loads based on the daily input of service order volumes from the central offices. Supervises the assignment of frame work by the clerks according to the AT&T Frame Force Management and Control Plan.

CHART 4 (Contd)

B. Directs Administration Positions

- (1) Prepares Work Schedule, Form E-6837, in coordination with all SCC and field supervisors.
- (2) Prepares and administers tour and vacation schedules for clerical and craft personnel in the Dispatch/Administration Work Group as well as all field maintenance, central office installation, off-hour personnel.
- (3) Prepares work assignment lists for craft and clerical personnel involved in the Dispatch/Administration Work Group.
- (4) Monitors the absence and safety records of each subordinate.
- (5) Prepares reports required by the Accident Prevention Plan. Coordinates safety meetings, environmental and safety reviews as required by the Accident Prevention Plan.
- (6) Maintains end office equipment and work unit inventory count.
- (7) Directs the processing of time report information of SCC and field craft personnel according to local practices.
- (8) Directs the preparation of work unit and result reports. Develops job aid for preparing result reports.

C. Coordinates SCC Interfaces with Field Operations and Other Departments

- (1) Coordinates the SCC interface with other departments such as the Repair Service Bureau (RSB) and Interexchange Carriers (ICs) to establish procedures for tracking trouble reports, contacting the SCC, field groups, and other work groups in accordance with the Dispatch and Administration Procedures, Section 190-130-133.
- (2) Maintains daily contact with the field supervisors to report office results, pending work, and craft movement in verbal and written form.

D. Develops Subordinates

- (1) Performs regular review of the performance of each subordinate. Prepares work evaluations and reviews with each subordinate. Offers praise or constructive criticism of performance to provide incentive for improvement. Recommends subordinates for promotion when appropriate.
- (2) Identifies the need for and provides on-the-job training of subordinates on specific areas such as processing trouble referrals and work request; time report processing; report preparation; and the use of the filing system.
- (3) Identifies the need for formal training for each subordinate and schedules the necessary training.

E. Other Responsibilities

- (1) Provides the SCC manager current information on the status of the work load for each craft force, missed due dates, maintenance hours expended, and future personnel requirements.

CHART 4 (Contd)

F. Scope and Nature of Supervision

Supervision Received

- (a) Reports to second-level SCC manager along with other first-level supervisors.
- (b) Immediate supervisor is available for consultation, although guidance is normally sought only in unusual situations. The supervisor usually makes scheduled reviews of work progress and visits work site.
- (c) Uses company operating procedures as a guide in making decisions. In addition, uses local guidelines to aid in decision making.
- (d) Follows local guidelines for the control of personnel in matters such as overtime and labor relations.

Direction of Others

- (a) Supervises clerical and craft personnel located at the SCC during the day shift.
- (b) Provides subordinate feedback on work performance weekly through the use of work evaluations.
- (c) Directly responsible for training and career development of subordinates.

CHART 5

**SWITCHING CONTROL CENTER
EVENING AND NIGHT SUPERVISOR**

JOB SUMMARY

Supervises a force of craft people working on an off-hour basis to complete programmable tests and the associated repair work on switching, power, trunk, and miscellaneous equipment in a number of central offices. Responsible for the surveillance and control of these offices during this off-hour tour as the only management person on duty in the manager's area.

JOB DUTIES AND RESPONSIBILITIES

A. Directs Off-Hours Office Surveillance and Control Functions

- (1) Supervises the craft person(s) performing the office surveillance and control functions in taking prompt and effective service protection, trouble verification, and emergency system recovery actions in response to monitored alarms. Develops guidelines for responding to alarms and trouble indications in systems for which the SCC provides off-hour surveillance, when standard guidelines are not available.
- (2) Coordinates the efforts of SCC and field craft to ensure rapid restoral of common equipment to minimize the potential of an office outage. Transfers craft forces among central offices to ensure prompt response to trouble conditions. Makes decisions to call out additional craft forces if required.
- (3) Determines whether updates, programs changes, or other potentially service affecting work may be done using critical indicators and reschedules SCC and field maintenance work accordingly.
- (4) Answers for the impact of off-hours office control activities on all components of the NSPMP.
- (5) Oversees the processing of telephone inquiries or trouble referrals received by the SCC during off-hour shifts. Establishes detailed procedures for handling such requests and referrals.
- (6) Coordinates the loading of off-hours office control personnel with fill-in analysis or translations work with the Dispatch and Administration supervisor.

B. Directs Off-Hour Field Maintenance Activity

- (1) Directs on-site corrective and preventive maintenance, as well as rearrangement and changes of switching, trunking, power, and miscellaneous equipment during off-hours shifts.
- (2) Coordinates the scheduling of off-hour field maintenance with the dispatch supervisor.
- (3) Coordinates the restoral of out-of-service equipment to minimize the potential of a major service affecting outage. Ensures that field craft properly document all corrective maintenance work.
- (4) Provides technical assistance to field craft.
- (5) Inspects the completed trouble tickets to monitor and control quality of off-hour corrective and preventive maintenance activity.

CHART 5 (Contd)

- (6) Inspects the completed PM work order for completeness and accuracy and approves these work orders.
- (7) Supervises the on-site rearrangement and change activity, ensuring the completion of all orders and updates in a timely and productive manner.

C. Develops Subordinates

- (1) Prepares loading guides and job assignments for craft persons who perform the off-hour office control and field maintenance functions.
- (2) Reviews performance of craft forces and prepares work evaluation weekly. Uses evaluations to provide constructive criticism or praise.
- (3) Reviews subordinates' daily L&WTR to monitor the productivity and effectiveness of their efforts.
- (4) Identifies the need for and provides on-the-job training of subordinates in specific areas of their responsibilities.
- (5) Identifies the need for formal craft or clerical training and coordinates its scheduling through the Dispatch and Administration supervisor.
- (6) Monitors the absence and safety records of each subordinate.

D. Miscellaneous Duties

- (1) Monitors housekeeping conditions and security provisions in the office control work area as well as in each office where off-hours craft persons are working.
- (2) Represents the SCC manager when requested.
- (3) Provides the SCC manager current information on the status of serious problems affecting controlled or monitored systems, off-hour field maintenance activity, and off-hour personnel requirements.
- (4) Maintains relations with labor organizations that represent subordinates, and resolves grievances originated by them.

E. Scope and Nature of Supervision

- (1) Reports to the SCC manager along with the other first-level supervisors.
- (2) Immediate supervisor is generally available for consultation although guidance is normally sought only in unusual situations.
- (3) Uses detailed departmental and company procedures as a guide in making most decisions. Follows local guidelines for the control of personnel in matters such as overtime, job assignments, and labor relations.

CHART 6
SWITCHING CONTROL CENTER
FIELD SUPERVISOR

JOB SUMMARY

Supervises a force of craft responsible for completing the corrective and preventive maintenance on switching, power, carrier, and miscellaneous equipment in one or more switching units located in one or more CO buildings. Responsibility may also include cross-connection work on distributing frames for service and trunk orders, equipment and facility transfers, and the clearance of troubles on these frames.

JOB DUTIES AND RESPONSIBILITIES

A. Oversees On-Site Corrective Maintenance Activity

- (1) Supervises the on-site corrective maintenance on switching, trunking, power and miscellaneous equipment within central offices. Coordinates the assignment and scheduling of this work with the Dispatch and Administration supervisor.
- (2) Coordinates the restoral of out-of-service equipment to minimize the potential of a major service affecting outage, in conjunction with the Office Control and Analysis supervisor. Ensures that field craft properly document all corrective maintenance work. Answers for service-affecting conditions caused by field craft activity.
- (3) Provides technical assistance and on-the-job training to subordinates concerning a variety of equipment troubles.
- (4) Directs off-hour response to emergency situations when called by the SCC or the on-site craft.
- (5) Responsible for troubles caused by subordinates in the performance of work activities.
- (6) Ensures that an adequate supply of tools, test sets, documentation, and spare parts are readily available to meet normal maintenance requirements.
- (7) Analyzes completed trouble tickets and performs regular inspections to monitor and control the quality of corrective maintenance activity.

B. Oversees On-Site Preventive Maintenance (PM) Activity

- (1) Oversees the on-site preventive maintenance work to ensure timely and productive completion.
- (2) Provides Dispatch and Administration supervisor with yearly Equipment Test Lists (ETLs). Coordinates with the Dispatch and Administration supervisor with the scheduling of PM work.
- (3) Inspects completed work orders for completeness and accuracy, and approves the work orders prior to forwarding them to the SCC.
- (4) Supervises the completion of assigned transmission and noise readings on all trunks not measured by CAROT.

CHART 6 (Contd)

- (5) Responsible for troubles caused by subordinates in the performance of work activities.
- (6) Performs quality inspection of completed work.
- (7) Provides on-the-job training to subordinates concerning equipment test and repair procedures.

C. Oversees On-Site Rearrangement and Change Activity

- (1) Oversees the on-site rearrangement and change activity, ensuring the completion of all orders in a timely and productive manner. Coordinates the assignment and scheduling of this work with the Dispatch and Administration supervisor.
- (2) Establishes installation and cutover schedules for new Centrex customers, in conjunction with the Dispatch and Administration and Trunk and Translations supervisors.

D. Directs Frame Activity

- (1) Supervises the cross-connection work on distributing frames for service orders, cable transfers, line equipment transfers, and other general work requests. Coordinates the assignment and scheduling of this work with the Dispatch and Administration supervisor.
- (2) Responsible for the frame component (Code 5) of the NSPMP.
- (3) Supervises trouble clearance on distributing frames and ensures that there is prompt craft response to the Repair Bureau for line tests.
- (4) Analyzes frame-caused customer trouble reports to identify the cause of work errors or the need for a frame rehabilitation project (eg, old crosswire removal, stenciling, etc).
- (5) Performs in progress and post completion work quality inspections.

E. Develops Subordinates

- (1) Reviews the recorded evidence of each subordinate's daily work activities to monitor productivity, efficiency, quality, and effectiveness.
- (2) Performs regular reviews for the performance of each subordinate. Prepares work evaluations and reviews these evaluations with each subordinate.
- (3) Recommends lateral or promotional move for subordinates when warranted.
- (4) Recommends disciplinary action when warranted.
- (5) Identifies the need for and provides on-the-job training of subordinates on specific areas of equipment operation, trouble localization, and repair techniques, emergency actions for system recovery, preventive maintenance, and change work procedures.
- (6) Identifies the need for formal craft training and coordinates the scheduling with the Dispatch and Administration supervisor.

CHART 6 (Contd)

- (7) Monitors the absence and safety record of each subordinate.
- (8) Performs safety reviews as required by the BSAPP.
- (9) Reviews company and governmental policies with subordinates as required.

F. Other Responsibilities

- (1) Supervises special projects such as Western Electric (WE) installation and testing and major rearrangements or circuit order work not assigned to the Central Office Installation and Growth (COIG) supervisor.
- (2) Directs housekeeping activities in the CO and coordinates with the building department on any problems affecting the physical environment.
- (3) Oversees CO security and ensures that all security procedures are understood and adhered to by all employees.
- (4) Provides the SCC manager current information on the status of equipment repairs, main frame activity, major projects, centrex installations, and field personnel requirements.
- (5) Maintains relations with the labor organizations that represents subordinates and resolves grievances originated by them.
- (6) Represents the second-level manager when requested.
- (7) Provides an interface with contractors and suppliers for jobs within the CO.
- (8) Determines the need for and coordinates the use of craft forces to provide coverage and acceptance of work in conjunction with the Dispatch and Administration supervisor.

G. Scope and Nature of Supervision

Supervision Received

- (1) Reports to the second-level SCC manager with other first-level supervisors.
- (2) Uses AT&T operating procedures as a guide in making decisions. In addition, uses local guidelines to aid in decision making.
- (3) Follows local guidelines for the control of personnel in matters such as overtime, job assignments, and labor relations.
- (4) Immediate supervisor is available for consultation, although guidance is normally sought only in unusual situations. Supervisor usually makes scheduled reviews of work progress and visits work site.
- (5) Formal supervisory reviews of current projects and future plans are held a least quarterly. At this time, the attainment of objectives is discussed and plans are outlined for the next period.

CHART 6 (Contd)

Direction of Others

- (1) Subordinate organization consists of several craft persons working different shifts at more than one location.
- (2) Provides subordinates with feedback on work performance through on-going work evaluation process.
- (3) Directly responsible for training and development of subordinates.

CHART 7 (NOTE)

SWITCHING CONTROL CENTER
CENTRAL OFFICE INSTALLATION AND GROWTH (COIG) SUPERVISOR

JOB SUMMARY

Supervises a variable force of craft responsible for all work associated with testing and preparing new office equipment prior to cutover, additions to in-service switching systems, equipment rearrangements. Supervises craft that assists WE with the implementation of design changes, generic updates and retrofits, parameter changes, and equipment rearrangements to in-service offices. The varying work force is needed to handle new office activity.

During the early installation stages, the field supervisor and craft oversee equipment installation, establish documentation, and provide a WE installation interface. As installation progresses, more craft are added to perform acceptance tests, and connect lines and trunks in preparation for the cutover.

JOB DUTIES AND RESPONSIBILITIES

A. Directs Central Office Installation

- (1) Assures that WE installation activity is consistent with company standards with respect to service protection, safety housekeeping, and security.
- (2) Chairs or attends planning meetings with other departments and centers involved in conversions, retrofits, software changes, etc.
- (3) Assures the equipment, software, material, and tools being installed are provided and consistent with the engineering job ordered. Reviews TELCO job specifications for omissions, errors, and inconsistencies.
- (4) Supervises and schedules TELCO acceptance on new equipment and software (eg, generic programs) to assure proper WE installation.
- (5) Provides personnel to assist WE during design modifications. Includes removal of equipment from service, validating the changes, testing, and restoral of equipment to service.
- (6) Develops schedules and supervises craft during major rearrangement jobs such as the replacement of a cross-connection frame. This is frequently a multishift operation and must be coordinated with other departments and work forces.
- (7) Provides SCC manager and Dispatch and Administration supervisor with an accurate forecast of personnel needs.
- (8) Prepares Loading Guides, Form E-6836, and Work Assignment Lists, Form E-5848, for subordinates.
- (9) Oversees the installation of lines and trunks for cutover. This includes cross-connections, test, records, and placing in service. Establishes cutover procedures for connecting offices to follow on the night of cutover.
- (10) Assures that all line translations and routing/charging translations are corrected at cutover to provide proper telephone service to affected customers.

Note: If installation activity is at a low level, responsibilities for this job may be combined with those responsibilities of the field supervisor.

CHART 7 (Contd)

B. Develops Subordinates

- (1) Reviews subordinates L&WTR on a daily basis to monitor their productivity and effectiveness.
- (2) Performs regular reviews of the performance of each subordinate. Prepares work evaluations and reviews them with each subordinate. Offers praise or constructive criticism regarding performance to provide incentive for improvement. Recommends subordinates for promotion when warranted.
- (3) Identifies the need for and provides on-the-job training of subordinates on specific areas of system service protection, WE methods of operation, growth, recent change insertion, system operation, etc.
- (4) Identifies the need for formal craft or clerical training and coordinates its scheduling through the Dispatch and Administration supervisor.
- (5) Monitors the absence and safety record of each subordinate.

C. Other Responsibilities

- (1) Monitors housekeeping conditions in CO installation work areas.
- (2) Represents the SCC manager at growth, conversion, and software planning and coordination meetings when requested.
- (3) Provides the SCC manager current information on the status of CO installation and acceptance testing activity, and CO installation personnel requirements.
- (4) Maintains relations with the labor organizations that represent subordinates and resolves grievances originated by them.

D. Scope and Nature of Supervision

Supervision Received

- (1) Reports to the SCC manager along with other first-level supervisors.
- (2) Uses AT&T operating procedures as a guide in making decisions. In addition, uses local guidelines in decisions making.
- (3) Follows local guidelines for the control of personnel in matters such as overtime and labor relations.
- (4) General supervisory reviews of current projects, future plans, and personnel requirements are held.

Direction of Others

- (1) Subordinate organization consists of craft working different shifts in several CO locations. Varying work force is inherent in cutover operations; a small craft force during early installation which builds to a larger force at cutover.
- (2) Provides subordinates feedback on work performance weekly through the use of work evaluations.
- (3) Directly responsible for on-the-job training and development of subordinates.