

**Citizens Communications
Position Descriptions
IBEW Bargaining Unit
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**Citizens Communications
IBEW - Local 363
Position Description**

Job Title: Clerk/Typist- Schedule B

Job Duties:

- Frequent telephone contact to ensure accuracy of input.
- Assists in verifying data collection and repolling of last data.
- Filing - answering the phones - sorting mail, etc.
- Interact with others to attain Company service objectives.
- Must maintain a professional image.
- Ability to learn new skills and procedures
- Must be able to work under pressure, handle stress and follow directions.
- Must support and participate in promotion of company products.
- Must perform other duties assigned.

Minimum Qualifications:

- Typing and keyboard skills required (40 w.p.m.)
- Effective verbal and written communication.
- Have well modulated voice and good enunciation.
- Ability to do calculations.
- Must be able to work shifts, days, nights, evenings (depending on tour selection) and work overtime and emergency call outs.
- PC literacy in windows based applications.

Education/Training Preferred:

- High school diploma or equivalent.
- Typing course.

**Citizens Communications
IBEW - Local 363
Position Description**

Job Title: Cashier - Schedule C

Job Duties:

- Receive and adjust payments and balance collections.
- Answer customer's questions, make payment arrangements, complete address changes, process returned bills.
- Ability to deal with customers patiently, tactfully, and efficiently.
- Interact with others to attain Company service objectives.
- Must maintain a professional image.
- Ability to learn new skills and procedures
- Must be able to work under pressure, handle stress and follow directions.
- Must support and participate in promotion of company products.
- Must perform other duties assigned.

Minimum Qualifications:

- Typing and keyboard skills required.
- Effective verbal and written communication.
- Have well modulated voice and good enunciation.
- Ability to do calculations.
- Must be able to work shifts, days, nights, evenings (depending on tour selection) and work overtime and emergency call outs.
- PC literacy in windows based applications.

Education/Training Preferred:

- High school diploma or equivalent.
- Customer service experience.

Citizens Communications
IBEW - Local 363
Position Description

Job Title: Marketing Representative - Schedule E

(Business Sales +
Service Consultant)

Job Duties:

- Ensure excellent customer service is provided to all customers, both internal and external.
- Service all business customers by marketing value-added products and services.
- Responsible for detailed knowledge of order flow, tracking, maintenance, trouble tickets, FSR's, network capabilities, special services, and products.
- Responsible for selling network services.
- Capable of directly interfacing with customers on a professional basis.
- Interact with others to attain Company service objectives.
- Must maintain a professional image.
- Ability to learn new skills and procedures
- Must be able to work under pressure, handle stress and follow directions.
- Must support and participate in promotion of company products.
- Must perform other duties assigned.

Minimum Qualifications:

- Typing and keyboard skills required
- Effective verbal and written communication.
- Have well modulated voice and good enunciation.
- Ability to do calculations.
- Must be able to work shifts, days, nights, evenings (depending on tour selection) and work overtime and emergency call outs.
- PC literacy in windows based applications.
- Sales aptitude to market available telecommunications services and products.

Education/Training Preferred:

- High school diploma or equivalent.
- College degree preferred.
- Customer service experience.

**Citizens Communications
IBEW - Local 363
Position Description**

Job Title: Service Office Representative (Dispatch Function) - Schedule E

Job Duties:

- Be able to understand the dispatch process.
- Be able to recognize when to intercept dispatch process decisions.
- Interact with work force to coordinate and disseminate information to complete job assignments.
- Interact with other sections to attain Company service objectives.
- Must possess good judgement and be able to make decisions.
- Must maintain a professional image.
- Ability to learn new skills and procedures
- Must be able to work under pressure, handle stress and follow directions.
- Must support and participate in promotion of company products.
- Must perform other duties assigned.

Minimum Qualifications:

- Typing and keyboard skills required
- Effective verbal and written communication.
- Have well modulated voice and good enunciation.
- Must be able to work shifts, days, nights, evenings (depending on tour selection) and work overtime and emergency call outs.
- PC literacy in windows based applications.

Education/Training Preferred:

- High school diploma or equivalent.
- College degree preferred.

**Citizens Communications
IBEW - Local 363
Position Description**

Job Title: Service Office Representative (Special Circuits/LD Repair) - Schedule E

Job Duties:

- Understand the process to correct problems associated with Non-regulated products.
- Interact with technicians and management to coordinate and disseminate information to resolve customer problems.
- Responsible for detailed knowledge of multiple products, possible problems and trouble resolution.
- Interact with other sections to maintain Company objectives.
- Must possess good judgement and be able to make decisions.
- Must be able to follow a task through to completion even with frequent and lengthy interruptions.
- Must have exceptional organizational skills.
- Must maintain a professional image.
- Ability to learn new skills and procedures
- Must be able to work under pressure, handle stress and follow directions.
- Must support and participate in promotion of company products.
- Must perform other duties assigned.

Minimum Qualifications:

- Typing and keyboard skills required
- Effective verbal and written communication.
- Have a well modulated voice and good enunciation.
- Must be able to work shifts, days, nights, evenings (depending on tour selection) and work overtime and emergency call outs.
- PC literacy in windows based applications.

Education/Training Preferred:

- High school diploma or equivalent.
- College degree preferred.

**Citizens Communications
IBEW - Local 363
Position Description**

Job Title: Service Office Representative (Collections) - Schedule E

Job Duties:

- Receive and initiate customer contacts.
- Interact with customers and effectively handle billing inquiries.
- Prepare adjustment vouchers.
- Perform collection work.
- Use various systems to access and generate transactions to customer's billing record.
- Handle customer correspondence.
- Must maintain a professional image.
- Ability to learn new skills and procedures
- Must be able to work under pressure, handle stress and follow directions.
- Must support and participate in promotion of company products.
- Must perform other duties assigned.

Minimum Qualifications:

- Typing and keyboard skills required
- Effective verbal and written communication.
- Must be able to work shifts, days, nights, evenings (depending on tour selection) and work overtime and emergency call outs.
- PC literacy in windows based applications.

Education/Training Preferred:

- High school diploma or equivalent.
- College degree preferred.

**Citizens Communications
IBEW - Local 363
Position Description**

Job Title: Service Office Representative (Residential) - Schedule E

Job Duties:

- Ensure excellent customer service is provided to all customers, both internal and external.
- Handle customer telephone requests for telephone service.
- Ability to deal with customers patiently, tactfully and efficiently.
- Interact with others to attain Company service objectives.
- Must maintain a professional image.
- Ability to learn new skills and procedures
- Must be able to work under pressure, handle stress and follow directions.
- Must support and participate in promotion of company products.
- Must perform other duties assigned.

Minimum Qualifications:

- Typing and keyboard skills required
- Effective verbal and written communication.
- Have well modulated voice and good enunciation.
- Ability to do calculations.
- Must be able to work shifts, days, nights, evenings (depending on tour selection) and work overtime and emergency call outs.
- PC literacy in windows based applications.
- Sales aptitude to market available telecommunications services and products.

Education/Training Preferred:

- High school diploma or equivalent.
- College degree preferred.
- Customer service experience.

**Citizens Communications
IBEW - Local 363
Position Description**

Job Title: Service Office Representative (Repair) - Schedule E

Job Duties:

- Ensure excellent customer service is provided to all customers, both internal and external.
- Input trouble reports into TAS system.
- Properly create trouble reports from information received from customers.
- Interact with work force to coordinate and disseminate service outage information.
- Ability to deal with customers patiently, tactfully and efficiently.
- Interact with others to attain Company service objectives.
- Must maintain a professional image.
- Ability to learn new skills and procedures
- Must be able to work under pressure, handle stress and follow directions.
- Must support and participate in promotion of company products.
- Must perform other duties assigned.

Minimum Qualifications:

- Typing and keyboard skills required
- Effective verbal and written communication.
- Have well modulated voice and good enunciation.
- Ability to do calculations.
- Must be able to work shifts, days, nights, evenings (depending on tour selection) and work overtime and emergency call outs.
- PC literacy in windows based applications.

Education/Training Preferred:

- High school diploma or equivalent.
- College degree preferred.

**Citizens Communications
IBEW - Local 363
Position Description**

Job Title: Service Office Representative (NCB) - Schedule E

Job Duties:

- Handle customer complaints of harassing and annoying telephone calls.
- Ability to deal with customers patiently, tactfully and efficiently.
- Prepare required documentation for court purposes.
- Must be able to testify in court, if needed.
- Must maintain a professional image.
- Ability to learn new skills and procedures
- Must be able to work under pressure, handle stress and follow directions.
- Must support and participate in promotion of company products.
- Must perform other duties assigned.

Minimum Qualifications:

- Typing and keyboard skills required
- Effective verbal and written communication.
- Have well modulated voice and good enunciation.
- Must be able to work shifts, days, nights, evenings (depending on tour selection) and work overtime and emergency call outs.
- PC literacy in windows based applications.

Education/Training Preferred:

- High school diploma or equivalent.
- College degree preferred.
- Knowledge of DMS switching systems.

**Citizens Communications
IBEW - Local 363
Position Description**

Job Title: Service Office Representative (911 Department) - Schedule E

Job Duties:

- Ensure excellent customer service is provided to all customers, both internal and external
- Download and correct daily errors from 911 processing systems.
- Correct master street address guide (MSAG)
- Aid counties in establishing MSAG and insure standards are maintained
- Merge daily output files.
- Input valid 911 addresses into service order system
- Correct or refer assignment records with valid 911 address
- Provide a single point of contact for all addressing issues for all counties and connecting telephone companies
- Must maintain a professional image.
- Ability to learn new skills and procedures
- Must be able to work under pressure, handle stress and follow directions.
- Must support and participate in promotion of company products.
- Must perform other duties assigned.

Minimum Qualifications:

- Typing and keyboard skills required
- Effective verbal and written communication.
- Must be able to work shifts, days, nights, evenings (depending on tour selection) and work overtime and emergency call outs.
- PC literacy in windows based applications.
- Self-motivated and ability to work with minimal supervision.

Education/Training Preferred:

- High school diploma or equivalent.
- Basic understanding of assignment function.
- Basic understanding of data formatting and transmissions.
- Previous experience in 911 functions.

**Citizens Communications
IBEW - Local 363
Position Description**

Job Title: Capital Construction Representative - Schedule E

Job Duties:

- Ensure excellent customer service is provided to all customers, both internal and external
- Handle all functions associated with Outside Plant, Central Office and Transmission work orders from the time of issuance from Engineering to closing to Asset Accounting.
- Work with appropriate parties to schedule functions for completion of all orders.
- Reduce AUC by completing work order closings in a timely manner.
- Reconcile all material issues on all projects and routines: match OSPARS to red-line drawings, WBS elements, settlement rules, accounting, tax districts and contractor timesheets.
- Assist in reduction of project life cycle.
- Maintain accurate records, in database, and files on all jobs, including up-to-date status.
- Prepare and issue weekly work schedules, according to due dates and urgency. To ensure primary orders and service commitments are met.
- Work with warehouse to keep adequate inventories of cable.
- Closing of OSP/XMN work orders and provide as-built prints and other required forms for Fixed Asset Accounting to close order.
- Must be able to use a computer.
- Must maintain a professional image.
- Must support and participate in the promotion of Company products.
- Must be able to work under pressure, handle stress and follow directions.
- Ability to learn new skills and procedures.
- Must perform other duties assigned.

Minimum Qualifications:

- Typing and keyboard skills required
- Effective verbal and written communication.
- Must be able to work shifts, days, nights, evenings (depending on tour selection) and work overtime and emergency call outs.
- PC literacy in windows based applications.
- Self-motivated and ability to work with minimal supervision.
- Ability to do calculations.

Capital Const. Rep. (cont'd)

- Strong organizational skills.

Education/Training Preferred:

- High school diploma or equivalent.
- Knowledge of construction, splicing and central office functions.

**Citizens Communications
IBEW - Local 363
Position Description**

Job Title: Line Person - Schedule G

Job Duties:

- Maintain and construct all outside plant to meet quality standards and Company practices.
- Must be able to drive and operate heavy equipment with the possibility of operating a backhoe.
- Must be able to work when needed and in all types of weather.
- Must interact with work forces to coordinate and disseminate information to complete job assignments and other sections to attain Company service objectives.
- Must maintain a professional image.
- Must support and participate in promotion of Company products.
- Must be physically able to perform duties of the job to include:
 1. Lifting tools and ladders.
 2. Climbing Ladders and poles.
 3. Work from a bucket.
 4. Work in confined spaces.
 5. Handle all necessary materials and supplies.
- Must be able to use a computer (laptop) show that you can log on, log off, use windows, and get job assignments, sign off jobs, and do timesheets using Company provided programs with Company provided training by the end of the qualifying period.
- Must be able to obtain the required CDL drivers license by the end of their qualifying period.
- Must perform any other duties assigned.

Minimum Qualifications:

- Must have a valid drivers license.
- Must be physically fit to perform job (lift up to 80lbs).
- Must be able to perceive differences in wire and cable colors.
- Must be able to work shifts, days, nights, evenings (depending on tour selection) and work overtime and emergency call outs.

Education/Training Preferred:

Line Person

- High school diploma or equivalent.

**Citizens Communications
IBEW - Local 363
Position Description**

Job Title: Communications Technician (Cable Splicer) - Schedule I

Job Duties:

- Must perform cable splicing on construction, maintenance, and repair on all types of cable to include: aerial, buried, underground, plastic, lead, and fiber to meet quality standards and Company practices.
- Must be able to work from cable schematics and engineering drawings.
- Must be able to work when needed and in all types of weather.
- Must interact with workforces to coordinate and disseminate information to complete job assignments and with other sections to attain Company service objectives.
- Must maintain a professional image.
- Must support and participate in promotion of Company products.
- Must be physically able to perform duties of the job to include:
 1. Lifting tools and ladders.
 2. Climbing ladders and poles.
 3. Work from a bucket.
 4. Work in confined spaces.
 5. Handle all necessary materials and supplies.
- Must be able to use a computer (laptop), show that you can log on, log off, use windows, and get job assignments, sign off jobs, and do timesheets using Company provided programs with Company provided training by the end of the qualifying period.
- Must perform any other duties assigned.

Minimum Qualifications:

- Must have a valid drivers license and pass the DOT physical during the first three months on the job.
- Must be physically fit to perform job (must be able to lift 80 lbs).
- Must be able to perceive differences in wire and cable colors.
- Must have an understanding of basic electricity by passing a Company basic electricity test or a certificate from an outside agency.
- Must be able to work shifts, days, nights, evenings (depending on tour selection) and work overtime and emergency call outs.

Education/Training Preferred:

- High school diploma or equivalent.

**Citizens Communications
IBEW - Local 363
Position Description**

Job Title: Communications Technician (Equipment Repairer) - Schedule I

Job Duties:

- Maintain and repair central office equipment to meet quality standards and Company practices.
- Must be able to learn new technologies.
- Must be able to install and repair all special circuits, full data circuits and FX lines.
- Must be able to work when needed and in all types of weather.
- Must interact with workforces to coordinate and disseminate information to complete job assignments and with other sections to attain Company service objectives.
- Must maintain a professional image.
- Must support and participate in promotion of Company products.
- Must be physically able to perform duties of the job to include:
 1. Lifting tools and ladders.
 2. Climbing ladders and poles.
 3. Work from a bucket.
 4. Work in confined spaces.
 5. Handle all necessary materials and supplies.
- Must be able to use a computer (laptop), show that you can log on, log off, use windows, and get job assignments, sign off jobs, and do timesheets using Company provided programs with Company provided training by the end of the qualifying period.
- Must perform any other duties assigned.

Minimum Qualifications:

- Must have a valid drivers
- Must be physically fit to perform job (must be able to lift 80 lbs).
- Must have good oral and written communication skills.
- Must be able to perceive differences in wire and cable colors.
- Must have an understanding of basic electricity by passing a Company basic electricity test or a certificate from an outside agency.
- Must be able to work shifts, days, nights, evenings (depending on tour selection) and work overtime and emergency call outs.

Education/Training Preferred:

- High school diploma or equivalent.

Comm Tech (Equip. Repair)

- Digital fundamentals and electricity theory, equivalent trade experience or certificate from an accredited outside agency.

**Citizens Communications
IBEW - Local 363
Position Description**

Job Title: Communications Technician (Combination Person) - Schedule I

Job Duties:

- Must perform telephone installation and repair, meeting quality standards and Company practices.
- Must be able to install and repair subscriber carrier, key systems, special circuits, full data, FX and PBX, meeting quality standards and Company practices (with Company provided training).
- Must be able to perform basic splicing (training will be provided).
- Must be able to work when needed and in all types of weather.
- Must interact with work forces to coordinate and disseminate information to complete job assignments and with other sections to attain Company service objectives.
- Must maintain a professional image.
- Must support and participate in promotion of Company products.
- Must be physically able to perform duties of the job to include:
 1. Lifting tools and ladders.
 2. Set up ladder on house, pole and cable and climb to working height.
 3. Work in confined spaces.
 4. Climb pole using only climbers hooks to cable height after Company provided training.
 5. Handle all necessary materials and supplies.
- Must be able to use a computer (laptop) show that you can log on, log off, use windows, and get job assignments, sign off jobs, and do timesheets using Company provided programs with Company provided training by the end of the qualifying period.
- Must be able to work under pressure, handle stress and follow directions.
- Must perform any other duties assigned.

Minimum Qualifications:

- Must have a valid drivers license.
- Must be physically fit to perform job (must be able to lift 80 lbs).
- Must be able to perceive differences in wire and cable colors.
- Must be able to perform basic I&R functions and be familiar with digital carrier and data communications.
- Must have good oral and written communications skills.
- Must have an understanding of basic electricity by passing a Company basic electricity

Comm Tech (Combination Lesson)

test or a certificate from an outside agency.

- Must be able to work shifts, days, nights, evenings (depending on tour selection) and work overtime and emergency call outs.

Education/Training Preferred:

- High school diploma or equivalent.
- Four years of basic installation & repair work or equivalent trade experience.

**Citizens Communications
IBEW - Local 363
Position Description**

Job Title: Communications Technician (Installer Repair Person) - Schedule I

Job Duties:

- Must perform telephone installation and repair, meeting quality standards and Company practices.
- Must be able to work on subscriber carrier, paystations and key systems with Company provided training.
- Must have a working knowledge of cable and cable terminals.
- Must be able to perform basic splicing (training will be provided).
- Must be able to work when needed and in all types of weather.
- Must interact with work forces to coordinate and disseminate information to complete job assignments and with other sections to attain Company service objectives.
- Must support and participate in promotion of Company products.
- Must be physically able to perform duties of the job to include:
 1. Lifting tools and ladders.
 2. Set up ladder on house, pole and cable and climb to working height.
 3. Work in confined spaces.
 4. Climb pole using only climbers hooks to cable height after Company provided training.
 5. Handle all necessary materials and supplies.
- Must be able to use a computer (laptop) show that you can log on, log off, use windows, and get job assignments, sign off jobs, and do timesheets using Company provided programs with Company provided training by the end of the qualifying period.
- Must be able to work under pressure, handle stress and follow directions.
- Must perform any other duties assigned.

Minimum Qualifications:

- Must have a valid drivers license.
- Must be physically fit to perform job (must be able to lift 80 lbs).
- Must be able to perceive differences in wire and cable colors.
- Must have good oral and written communications skills.
- Must have an understanding of basic electricity by passing a Company basic electricity test or a certificate from an outside agency.
- Must be able to work shifts, days, nights, evenings (depending on tour selection) and work overtime and emergency call outs.

Comm Tech (S/N

Education/Training Preferred:

- High school diploma or equivalent.

**Citizens Communications
IBEW - Local 363
Position Description**

Job Title: Customer Service Center - Testboard Person Schedule I

Job Duties:

- Ensure excellent customer service is provided to all customers, both internal and external.
- Knowledge of all products and services offered through the company and the ability to channel services requests appropriately.
- Responsible for detailed knowledge of Network capabilities, special services and products.
- Process trouble reports and requests for service, equipment and customer billing inquiries.
- Accurately utilize information based systems including DCRIS, CAMS<CRIS, DPI, WFM, TARP, MIROR, CTS, 4-TEL, RTEC, and MCS.
- Understanding of multi-line key and PBX systems and Network services such as Centrex, circuits T-Spans, class and custom calling.
- Ability to learn new skills and procedures.
- Must maintain a professional image.
- Must be able to work under pressure, handle stress and follow directions.
- Route trouble tickets to proper workgroups in WFM.
- Monitor systems for common cause problem and notify repair and dispatch groups.
- Build common cause to capture troubles.
- Work with Repair, Dispatch and Call-Out to ensure proper action is taken to correct the problem.
- Must support and participate in promotion of Company products.
- Must be able to use a computer.
- Must perform any other duties assigned.

Minimum Qualifications:

- Must have an understanding of basic electricity by passing a Company Basic Electricity Test or a Certificate from an outside agency.
- Ability to do calculations and familiar with Facility Records.
- Must be able to work shifts, days, nights, evenings (depending on tour selection) and work overtime and emergency call outs.
- Basic knowledge of test equipment and PC literacy in Windows based applications.
- Self-motivated and ability to work with minimal supervision.

Testboard

- Typing and keyboard skills required.

Education/Training Preferred:

- High school diploma or equivalent.
- Basic understanding of switching systems/outside plant.
- Com Tech experience.

**Citizens Communications
IBEW - Local 363
Position Description**

Job Title: NOC Technician - Schedule J

Job Duties:

- Monitors trouble printouts, system operation analysis of equipment trouble, and improve equipment efficiency.
- Analyzes switching equipment alarms and trouble indicators to identify problem areas.
- Initiates switch diagnostics to isolate specific troubles.
- Tests and clears switch and network alarms.
- Assists on-site personnel in preventative and corrective tasks.
- Works with connecting company and local personnel and network troubles.
- Maintains records of equipment failures and other abnormalities.
- Interact with workforce to coordinate and disseminate information to complete job assignments.
- Interact with other sections to attain Company service objectives.
- Must maintain a professional image.
- Must be able to work under pressure, handle stress and follow directions.
- Must support and participate in promotion of company products.
- Must perform other duties assigned.
- Performs modifications to switch sub-system configuration to correct service deficiencies.
- Operates computer terminals and controls maintenance of switching systems through the NOC facility.

Minimum Qualifications:

- Working knowledge of digital SPC Switching Systems (i.e. Lucent 5ESS, Erikson, Northern Telecom DMS 100-200 and/or Stromberg Carlson DCOE).
- Working knowledge of digital local systems.
- Working knowledge in maintaining telephone switching equipment including toll, special services N-CXR and T-CXR.
- Must have demonstrated trouble shooting experience.
- Must have knowledge in basic computer programming principles.
- Must be able to work shifts, days, nights, evenings (depending on tour selected) and work overtime and emergency call outs.
- Must demonstrate ability to work with others and promote a harmonious working relationship in the NOC, with other Departments and field personnel.

NOC 264

Education/Training Preferred:

- Hands on experience with Northern Telecom DMS 100-200 and/or Northern Telecom DMS 10 and/or Stromberg Carlson DCOE and/or Northern Telecom SL-1PBX.
- High School Diploma or equivalent.
- College computer science, home study in electronics, and typing.

**Citizens Communications
IBEW - Local 363
Position Description**

Job Title: PC Technician - Schedule J

Job Duties:

- Ensure excellent customer service is provided to all customers, both internal and external
- Repair, move and install PC Hardware/Equipment.
- Install/maintain wiring for PC's and telephones.
- Provide PC software support, information, and installation as appropriate based upon users needs.
- Work effectively with minimum supervision.
- Provide first level network trouble diagnosis up to but not limited to the connection of hub/router.
- Maintain physical inventory of Hardware and Software.
- Handle and prioritize TSR's for telephone requests and Heat Tickets for computer requests.
- Must maintain a professional image.
- Ability to learn new skills and procedures
- Must be able to work under pressure, handle stress and follow directions.
- Must support and participate in promotion of company products.
- Must perform other duties assigned.

Minimum Qualifications:

- Associates Degree in Computer Science or demonstrated knowledge level/equivalent in that field.
- Must be physically fit to perform job (move and lift equipment and work aloft).
- Must be able to perceive differences in wire and cable colors.
- Must have valid drivers license.
- Typing and keyboard skills required
- Effective verbal and written communication.
- Must be able to work shifts, days, nights, evenings (depending on tour selection) and work overtime and emergency call outs.
- Self-motivated and ability to prioritize and to work with minimal supervision.