

TABLE OF CONTENTS

Section	Contents	
1	Overview and General Information	
2	Preparation of the Job Vacancy Request, Form SW-9800, and Review of the Status Report	
3	Preparation of the Employee Requisition, Form SW-9804	
4	Job Vacancy Request Interactive Voice Response System (JVR-IVR)	
5	Additional Forms	
6	The Job Brief	
7	Job Briefs - Noncraft	R
8	Job Briefs - Graphics	
9	Job Briefs - Group 1 Craft	
10	Job Briefs - Group 2 and 2A Craft	R
11	Job Briefs - Contact	
12	Job Briefs - Operating, Central Office Assistant and Console Operator	
13	Job Briefs - Clerical E-1 and E-2	
14	Job Briefs - Clerical E-3	R
15	Job Briefs - Clerical SS-1	R
16	Job Briefs - Clerical SS-2	
17	Job Briefs - Clerical S-1 and S-2	R
18	All Job Titles - Alphabetical Index	

OVERVIEW AND GENERAL INFORMATION

Section	Subject	Page	Date
1	Overview - Job Vacancy Manual	1	9/01
	Filing a Job Vacancy Request	2-4	9/01
	Time-in-Title and Location Requirements	5-6	9/01
	Order of Consideration	7	9/98
	Selection Procedures	8-9	9/01
	Employee Retreat Rights	10	11/00
	Training/Retraining	11	9/01
	Career Resource Centers	12-13	4/03

OVERVIEW - JOB VACANCY MANUAL

PURPOSE OF THE JOB VACANCY MANUAL

The purpose of the Job Vacancy Manual is to provide employees and their supervisors with:

- a basic understanding of the provisions of ARTICLE XIII, JOB VACANCY, of the 2001 Labor Agreements.
- instructions on how to complete the Job Vacancy Request and associated forms.
- procedures on handling special types of requests.
- a reference source to assist in answering questions.

R

ADDITIONAL REFERENCE SOURCES

The sources listed below may be used to obtain additional information if required:

- ARTICLE XIII, JOB VACANCY, in the 2001 Labor Agreements.
- ARTICLE XVII, FORCE ADJUSTMENT, in the 2001 Labor Agreements.
- ARTICLE XII, TRAINING/RETRAINING, in the 2001 Labor Agreements of General Application.
- local Placement Bureau.

R

R

R

FILING A JOB VACANCY REQUEST

ELIGIBILITY

A regular employee is eligible for a transfer to any other job title or location after he/she has been on his/her present job long enough to have been appraised (SW-1095) and has completed the time-in-title and location requirements as outlined on pages 5-6. Time-in-title and location requirements may be waived when required by the conditions of the business or for personal reasons affecting the employee.

A temporary employee may submit a Job Vacancy Request for a regular assignment, exclusive of a supervisory appraisal. Time-in-title and location requirements may not be waived until such time as the employee can be appraised.

HOW TO FILE A REQUEST

An employee may request a change in his/her current job title and/or location by submitting a Job Vacancy Request, Form SW-9800, to the local Placement Bureau. This request is to be prepared on the employee's own time and all such requests will be considered as being employee-initiated.

HOW MANY REQUESTS MAY AN EMPLOYEE SUBMIT?

An employee may have no more than seven (7) valid requests on file at one time. Employees who have been officially declared surplus may file a Surplus Transfer Request as one of his/her seven requests. R R

- Employees may list one (1) job title or up to three (3) job titles on a single Job Vacancy Request, provided all of the listed job titles are within the same Craft Classification (e.g., Group 1, Group 2, etc.) or within the same Clerical Band (e.g., E-3, SS-1, S-2, etc.). Only one (1) non-craft position may be listed per Job Vacancy Request.
- Employees may request one of the following location options on a single request. (See Appendix 2 in Section 2.)
 - (A) An entire Job Vacancy Scope (AR-1, KS-1*, MO-1*, OK-1, TX-1, [Dallas/Ft. Worth], TX-2 [Houston & Southeast Texas], TX-3 [Central & West Texas and South Texas]).
 - (B) Any combination of five (5) or less Exchanges within the same Job Vacancy Scope.
 - (C) A specific area of the city in large metropolitan locations.
 - (D) A specific building address.

*The Kansas Scope will include all exchanges located in Kansas and the Kansas City, Missouri exchange. The Missouri Scope will include all exchanges located in Missouri and the Kansas City, Kansas exchange.

FILING A JOB VACANCY REQUEST (Continued)

HOW MANY REQUESTS MAY AN EMPLOYEE SUBMIT (Cont'd)

NOTE: 1. An employee will only be allowed to request a job title(s) for one of the location options per request. Mixing and matching of title(s) to location(s) will not be allowed.

Examples of **Valid** Request Combinations:

Desired Titles: Records Clerk-A
 Reports Clerk

Desired Locations: OK-1

Examples of **Invalid** Request Combinations:

Desired Titles: Records Clerk-A
 Reports Clerk

Desired Locations: 707 N. Robinson,
 North Only,
 Tulsa, Oklahoma

NOTE: 2. Employees should be very careful in considering job title(s) and location(s) specified on the Job Vacancy Request. The Placement Bureau will offer jobs based on the information provided on the request. If a job offer is declined, the Job Vacancy Request will be canceled in its entirety. (Declination of testing counts as a declination of a job offer.)

In those instances where a single JVR contains multiple job titles and the declination of testing does not apply to all titles on the Request, the Request will not be canceled in its entirety, but activity on the applicable title(s) will be curtailed until such time as the employee notifies the Placement Bureau of his/her desire to test.

Employees will be notified of this change by the Placement Bureaus at the time of declination of testing or when he/she fails to keep a scheduled test date. Every opportunity will be provided to employees to reverse his/her decision regarding testing before the JVR is canceled or activity on a particular title is curtailed.

FILING A JOB VACANCY REQUEST (Continued)

HOW LONG WILL THE REQUEST REMAIN ACTIVE?

A request will remain active for one year from the date that:

- it is received by the Placement Bureau, unless
- the employee is placed,
- the request is canceled by the employee, or
- the request is disqualified.

EXCEPTIONS: Surplus Transfer Requests will be active up to the Force Disposition Date or until the employee is placed.

Leave of Absence/Disability Requests will be active until the date provided by the employee's department.

Surplus Return to Home Force Adjustment Area requests will be active for three (3) years following the placement necessitating the employee's relocation. The request must be renewed annually by the employee.

RPPP requests will be active for two (2) years following placement in the new position. The request must be renewed annually by the employee.

A Hometown Job Option request will be active up to the Force Disposition Date. If the employee still has not been placed at that time, a regular job vacancy request will remain on file for two (2) years or until the employee is placed in his/her designated Exchange(s).

TIME-IN-TITLE AND LOCATION REQUIREMENTS

EXPLANATION OF TIME-IN-TITLE AND LOCATION

Time-in-title and location is the amount of time that an employee has been on a particular title at a particular location.

TIME-IN-TITLE AND LOCATION REQUIREMENTS

A detailed listing of the time-in-title and location requirements for the Company is as follows:

GROUP DESCRIPTION	TIME-IN		
	TITLE	LOCATION	
E-1 through E-3 Clerical, including all job titles with a maximum wage rate at or below E-3 Clerical, except for Console Operator and Central Office Assistant.	6 Months	6 Months	R
Console Operator, Central Office Assistant and all job titles with a maximum wage rate above E-3 Clerical, but below Service Representative, except for Senior Consultant, Technical Associate, CAD Technical Specialist & Fraud Specialist.	9 Months	9 Months	A
New hires in job titles included in 1 and 2 above.	12 Months	12 Months	
Technical Associate, CAD Technical Specialist and Fraud Specialist.	15 Months	15 Months	A
Service Representative, Senior Consultant and Line Translations Specialist (incumbents placed on the LTS title on or after January 6, 2002).	24 Months	24 Months	A
All job titles above the maximum wage rate of Service Representative but below Group 1 Craft.	15 Months	12 Months	R
All job titles with a maximum wage rate of Group 1 Craft and above.	24 Months	12 Months	

A=Addition
R=Revision

TIME-IN-TITLE AND LOCATION REQUIREMENTS (Continued)

EFFECT ON
EMPLOYEE'S
JOB VACANCY
REQUEST

If an employee has not attained the specified time-in-title and location requirements for the job he/she is presently on, he/she may file a request. The request, however, will remain in a "Pre-Pending" File until the employee achieves both the time-in-title and location required for his/her current job. See Page 7 for Order of Consideration in Pre-Pending File.

WAIVING TIME-
IN-TITLE AND
LOCATION

There are some instances when time-in-title and location do not apply and/or may be waived by the supervisor. Some examples might include:

- Employees affected by a surplus force condition.
- Employees requesting to return from leave or Short Term Disability and the organization cannot place.
- Employees filing a "Personal Reasons" Job Vacancy Request.
- Employees filing a "Permanent Restrictions" Job Vacancy Request.
- A surplus employee who has been placed outside his/her Force Adjustment Area and requests to return to a job in his/her "home" Force Adjustment Area.
- Employees who are laid off by the Company and subsequently placed or hired into a lower wage band classification than previously held (it is intended that time-in-title and/or location be waived only once). If placement is achieved, time-in-title and/or location should not be waived again.

NOTE: Time-in-title and location requirements for a temporary employee may not be waived until such time as the employee can be appraised.

ORDER OF CONSIDERATION

EXPLANATION OF ORDER OF CONSIDERATION

When a vacancy is to be filled from the Job Vacancy Requests on file, the following Order of Consideration will be used in determining the positioning of candidates on the Candidate List:

Order in Sequence	Description of Grouping
1	Candidates from within the Job Vacancy Scope as defined in Appendix F of the 2001 Labor Agreements.
2	Candidates from within the State (TX only).
3	Candidates from within the Company.
4	"Pre-pending" candidates from within the Job Vacancy Scope.
5	"Pre-pending" candidates from within the State (TX only).
6	"Pre-pending" candidates from within the Company.
	<p>NOTE:</p> <p>Order of Consideration within the Pre-Pending File is as follows:</p> <ul style="list-style-type: none"> • Regular employees who have been appraised but have not met time-in-title and location requirements. • Temporary employees who have been appraised but have not met time-in-title and location requirements. • Temporary employees who have not been appraised or met time-in-title and location requirements.
7	"Laid-off" SWBT employees.

R

A=Addition
R=Revision

SELECTION PROCEDURES

OVERVIEW

When a vacancy is to be filled in the Placement Bureau, a candidate list will be prepared. The list will include the names of all employees who have filed Job Vacancy Requests for the title and location to be filled.

REVIEW OF CANDIDATE QUALIFICA- TIONS

The Placement Bureau will review the listing, paying particular attention to the following items for each candidate:

- Net Credited Service date.
- Job-related work experience.
- Job-related training.

After completing the review, a determination will be made as to whom the job should be offered.

SELECTION GUIDELINES

When a vacancy is to be filled, the selection of an employee shall be on the basis of length of service (NCS) when demonstrated abilities are substantially equal and service requirements permit.

JOB OFFER

The Placement Bureau will contact the employee's immediate supervisor or the Human Resources contact, whichever is appropriate and make the job offer to the employee through the appropriate person. The employee should provide a number where he/she can be reached if out of the office for more than one day (vacation, etc.) in the event the Placement Bureau has a job to offer.

R

EMPLOYEE'S DECISION

The employee must notify his/her supervisor of his/her decision within one (1) business day of the offer. If the employee fails to notify the Company within this time frame, it will be considered to be a declination of the offer. This time period does include a job visit if requested/required.

SELECTION PROCEDURES (Continued)

DECLINATION OF JOB OFFER

If an employee (other than a surplus employee) rejects any job offer, the associated Job Vacancy Request (except for Surplus Transfer Requests) will be canceled in its entirety, together with any other pending requests (except for Surplus Transfer Requests) to the extent that they include the same job title(s) and location(s). The employee will not be able to submit a new Job Vacancy Request which includes the same job title(s) and location(s) as contained in the canceled request(s) for a period of three (3) months following the date of rejection.

NOTE: See Surplus Declinations in Section 2.

ACCEPTANCE OF JOB OFFER

If the job offer is accepted, a report date will be negotiated between the two departments involved, and the employee will be advised of the date through his/her supervisor.

EMPLOYEE RETREAT RIGHTS

RETREATS

Employee-Initiated. An employee who has accepted a transfer under Article XIII may elect to retreat to the former job, or an equivalent job if the former job is not available, within 90 calendar days following the effective date of transfer. This period may be extended only by length of time the employee has spent in initial formal classroom training.

R

EXCEPTIONS

There are circumstances when a placed employee does not have retreat rights. For example:

- Employees placed as a result of a "surplus" force condition if the work in the surplus work group has been discontinued or curtailed.
- Employees placed as the result of submitting a request such as:
 1. Permanent Restrictions
 2. Personal Reasons
 3. RPPP
 4. Return from Leave or Short Term Disability
 5. Surplus Return

EFFECT ON TIME-IN-TITLE AND LOCATION

When employees elect to return to their former job, their time-in-title and location will begin again on the date they are returned to the previous title.

R

TRAINING/RETRAINING

INTRODUCTION

Article XII of the 2001 Agreement of General Application outlines the Training/Retraining Program offered to employees for personal or career development. These courses may also be used by employees being displaced to help them qualify for job vacancies.

R

COURSE SELECTED

Training/Retraining courses were selected because they include generic skills that relate to the various types of nonmanagement jobs in the Company. The courses include instructions in the following areas:

- technical
- clerical
- sales

Courses in fundamental skills, such as

- mathematics
- reading
- grammar

were included to aid employees who may have been away from school for several years.

IMPACT ON JOB VACANCY PLAN

While providing the employee with an opportunity for personal development, certain courses will also provide the employee with additional qualifications for specific job titles.

INCLUSION ON THE JOB VACANCY REQUEST

Any course(s) successfully completed under the provisions of the Training/Retraining Program that are considered job-related should be included in the Training/Schooling section of the "Additional Factors to be Considered" section of the employee's Job Vacancy Request, Form SW-9800.

CAREER RESOURCE CENTER (CRC)

INTRODUCTION

The SBC Southwest Career Resource Center is available for all nonmanagement employees. It is located on the web at: http://ebiz.sbc.com/staffing/crc_main.htm. This site provides assistance in the following areas:

- Career Counseling
- Job Availability
- Job Briefs
- Job Competitiveness
- Job Requirements
- Job Vacancy Procedures
- Library Resources
- Skills Enhancement
- Test Information Pamphlets
- Test Requirements
- Training/Retraining
- Tuition

Employees who do not have web site access may call the CRC Hotline at **1-866-386-6355** for assistance or utilize a Career Resource Center Computer that is now available Monday – Friday, 8am to 5pm at the following Career Resource Center locations:

CAREER
RESOURCE
CENTERS

Kansas	500 E. 8th, Room 152 Kansas City, MO 64106
Missouri 816 Area	500 E. 8th, Room 152 Kansas City, MO 64106
314/417/573/ 636/660 Areas	1610 Des Peres, Suite 200 St. Louis, MO 63131
Oklahoma	7001 N.W. 23rd, Room 220 Bethany, OK 73008
Texas Dallas	Three Bell Plaza, Room 100 Dallas TX 75202
Houston	1515 Witte Rd., 1st Floor Houston, TX 77080
San Antonio	4119 Broadway, Room 120 San Antonio, TX 78209

CAREER RESOURCE CENTER (CRC) (Continued)

SBC CAREER
CENTER

The SBC Career Center, which supplements the CRC, is located on the web and can be accessed through the SBC Southwest CRC site by clicking on the “Links” option.

R

This site is available to management and nonmanagement employees. Information on the site includes the following:

R

- **Self Assessment**
 - **Career Exploration**
 - **Strategy Development**
 - **Leadership Development**
 - **News**
-

MORE
INFORMATION

Career Specialists are available to answer your questions at 1-888-355-2227 or by e-mail at careerct@msg.pacbell.com.

PREPARATION OF THE JOB VACANCY REQUEST, FORM SW-9800
AND REVIEW OF THE STATUS REPORT, GARPT-102A

Section	Subject	Page	Date
2	Diagram of Job Vacancy Request, Form SW-9800	1-2	02/03
	General Instructions to the Employee	3	11/01
	Instructions to the Employee when Preparing the Job Vacancy Request, Form SW-9800	4-12	11/01
	Job Vacancy Call-In Line	13	9/98
	Special Job Vacancy Requests	14	9/98
	• Permanent Restrictions	15-17	11/01
	• Personal Reasons	18-19	11/01
	• RPPP	20-21	11/01
	• Return from Leave Or After Expiration of Short Term Disability Benefits	22-24	11/01
	• Surplus	25-27	11/01
	• Hometown Job (Options A <u>or</u> B)	28-31	11/01
	• Surplus Return	32-34	11/01
	General Instructions to the Employee's Supervisor	35	9/98
	Diagram of the Status Report, GARPT-102A	36	9/98
	Instructions for Review of the Status Report	37-40	9/98
	List of Job Titles included in Clerical Bands, Craft, Contact and Operating Classifications	Appendix 1	01/02
	Detailed Listing of Locations in the Company	Appendix 2	11/01



Retention Period: 3 Years

JOB VACANCY REQUEST

(Please print or type) Refer to the Job Vacancy Manual, Section 2, for instructions on preparation of this form

Current
Class of Employee: Regular _____ Temp _____

Last Name	First Name	Mid. Initial	Social Security Number	NCS:	Type of Activity <input type="checkbox"/> New <input type="checkbox"/> Renew* <input type="checkbox"/> Change* <input type="checkbox"/> Cancel* *Previous Request Log# _____
Type of Request: <input type="checkbox"/> Job Vacancy <input type="checkbox"/> Surplus <input type="checkbox"/> Other _____ Willing to work part-time? <input type="checkbox"/> Yes <input type="checkbox"/> No (If not marked, you will only be considered for full-time.)				For titles requiring driving: Drive stick shift? <input type="checkbox"/> Yes <input type="checkbox"/> No License # _____ State issued in _____	
Time-In-Title Yes _____ OR ____/____/____	*DESIRED JOB TITLE(S): (One job title or up to three job titles if within the same craft classification or clerical band.) 1. _____ Work Group/Environment _____ 2. _____ Work Group/Environment _____ 3. _____ Work Group/Environment _____				
Time-In-Location Yes _____ OR ____/____/____					
Surplus/Leave Exp. Date ____/____/____					

***NOTE:** Clerical wage rates in Appendix I (SBC Operations, Inc.) differ from other appendices. See wage tables in the 2004 Labor Agreements.

Desired Location – Check (4) **ONLY ONE** of the following options: A or B or C or D and specify.

(Refer to Appendix 2, Section 2, of the Job Vacancy Manual for Detailed Listing of Locations)

A. _____ Job Vacancy Scope** <div><div></div><div></div><div></div></div> (AR-1, KS-1, MO-1, OK-1, TX-1 [Dis-Ft. Worth TX] TX-2 [Hst & Southeast TX] TX-3 [Central & West TX & South TX])	B. _____ Exchange(s) (City)** 1. _____ 2. _____ 3. _____ 4. _____ 5. _____ <div><div></div><div></div><div></div><div></div><div></div></div> (Any combination of five or less exchanges within the same Job Vacancy Scope)	C. _____ Area of City <div><div></div><div></div><div></div><div></div><div></div></div>	D. _____ Specific Work Address <div><div></div><div></div><div></div><div></div><div></div><div></div><div></div><div></div></div>
*COMMENTS: _____ _____			

****As referenced in Appendix F of the 2004 Labor Agreements**

<p>You MUST complete the balance of this form (Page 2) in order for Additional Factor Information, such as your experience, training and skills to be considered in the placement process. Refer to Section 2 of the Job Vacancy Manual and the applicable job brief for additional information.</p> <p>Supervisor's Name: _____</p> <p>Work Telephone # (____) _____ Pager # (____) _____</p> <p>Title: _____</p> <p>Work Location: _____ Address Room# City</p>	<p>I understand that I must meet all qualifications as indicated on the applicable job brief to be considered for possible placement.</p> <p>Employee's Signature _____ Date: _____</p> <p>Employee's Permanent Title: _____</p> <p>Work Telephone # (____) _____ Pager # (____) _____</p> <p>Work Location: _____ Address Rm. # City</p> <p>Current Subsidiary/Bargaining Unit _____</p>
--	---

Shaded Areas For Placement Bureau Use Only

☐ Previously Faxed Form
☐ Official File Copy, If Checked in Red

SW9800
(Rev. 10-2004)
Page 1 of 2

JOB VACANCY REQUEST

EMPLOYEE NAME _____ SOCIAL SECURITY # _____

IT IS IMPORTANT THAT YOU COMPLETE THIS SECTION

ADDITIONAL FACTORS WILL ONLY BE CONSIDERED FOR THE TITLE(S) YOU REQUEST BASED ON INFORMATION YOU PROVIDE IN THE FOLLOWING AREAS:

*CURRENT AND PREVIOUS JOB TITLES, INCLUDING SPECIFIC WORK GROUP OR ENVIRONMENT (I.E., BIC, ACS, RCMAC) *JOB-RELATED SKILLS *JOB-RELATED TRAINING

				ADDITIONAL FACTORS							
TITLE	WORK GROUP/ ENVIRONMENT	DATE FROM	TO	TITLE	WORK GROUP/ ENVIRONMENT	DATE FROM	TO	TITLE	WORK GROUP/ ENVIRONMENT	DATE FROM	TO
<input type="checkbox"/> Cable Splicing Technician	_____	_____	_____	<input type="checkbox"/> Operator/Console Operator	_____	_____	_____				
<input type="checkbox"/> CAD Technical Specialist	_____	_____	_____	<input type="checkbox"/> Outside Plant Technician	_____	_____	_____				
<input type="checkbox"/> Central Office Translations Specialist	_____	_____	_____	<input type="checkbox"/> Pay Telephone Consultant	_____	_____	_____				
<input type="checkbox"/> Coin Counter	_____	_____	_____	<input type="checkbox"/> Revenue Management Representative	_____	_____	_____				
<input type="checkbox"/> Combination Technician	_____	_____	_____	<input type="checkbox"/> Service Assistant/CO Assistant	_____	_____	_____				
<input type="checkbox"/> Communications Consultant	_____	_____	_____	<input type="checkbox"/> Service Order Writer	_____	_____	_____				
<input type="checkbox"/> Communications Technician	_____	_____	_____	<input type="checkbox"/> Service Representative	_____	_____	_____				
<input type="checkbox"/> Customer Services Representative	_____	_____	_____	<input type="checkbox"/> Systems Technician	_____	_____	_____				
<input type="checkbox"/> Customer Services Specialist	_____	_____	_____	<input type="checkbox"/> Clerical: (Specify Title)	_____	_____	_____				
<input type="checkbox"/> Customer Services Technician	_____	_____	_____	E1, E2	_____	_____	_____				
<input type="checkbox"/> Data Services Technician	_____	_____	_____	E3	_____	_____	_____				
<input type="checkbox"/> Facilities Specialist	_____	_____	_____	SS1	_____	_____	_____				
<input type="checkbox"/> Final Account Representative	_____	_____	_____	SS2	_____	_____	_____				
<input type="checkbox"/> Frame Attendant	_____	_____	_____	S1, S2	_____	_____	_____				
<input type="checkbox"/> Line Translations Specialist	_____	_____	_____	<input type="checkbox"/> Other	_____	_____	_____				
<input type="checkbox"/> Network Center Technician	_____	_____	_____								

JOB RELATED SKILLS (I.E. COMPUTER SKILLS, WORD PROCESSING, STENO, etc.)

ARE YOU FLUENT IN ANY FOREIGN LANGUAGE

YES _____ NO _____ IF YES, SPECIFY _____

IF NOT MARKED, YOU WILL ONLY BE CONSIDERED FOR ENGLISH SPEAKING JOBS.

TRAINING/SCHOOLING RELATED TO REQUESTED TITLE(S) ALL TRAINING MUST BE SATISFACTORILY COMPLETED TO BE LISTED ATTACH COPY OF TRAINING RECORD, IF AVAILABLE (INCLUDING T/RT, COMPANY & OUTSIDE COURSES)

COURSE TITLE	COURSE NUMBER	DATE	NAME OF EDUCATIONAL INSTITUTION
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

PREPARATION OF THE JOB VACANCY REQUEST,
FORM SW-9800 (Continued)

GENERAL
INSTRUCTIONS
TO THE
EMPLOYEE

When an employee is considering filing a Job Vacancy Request, he/she should

- If desired, call the Job Vacancy Call-In Line to find out about openings recently received in the Placement Bureau. See Job Vacancy Call-In Line later in this section.
- Review the job briefs to determine which title(s) he/she desires (Sections 6-18).
- Read the job briefs for the title(s) desired to determine the basic qualifications required and the additional factors that will be considered (Sections 6-18).
- Review appropriate Test Preparation Guide (Section 5).
- Determine which location he/she is interested in by reviewing Appendix 2 of this section.

NOTE: The employee should give careful consideration in determining the desired job title(s) and location(s) to be specified on the Job Vacancy Request. A declination of a job offer for anything specified on the request will cause it to be canceled in its entirety. A three-month waiting period will be imposed for submitting a new request for any of the titles and locations on the canceled request.

- Obtain a blank Job Vacancy Request, Form SW-9800, from the local Printing Services Center and complete the request thoroughly and accurately. If utilizing a hard copy SW-9800 form, mail/fax the completed Job Vacancy Request to the local Placement Bureau **or** utilize the SBC Intranet web-site at <http://ebiz.sbc.com/labor/> **or** the Interactive Voice Response (IVR) system at [1-800-571-3893](tel:1-800-571-3893). R

NOTE: Employees will need their Social Security Number and Intranet PIN number to access the web-site or IVR.

IMPORTANT: If an employee is placed on a job, all existing Job Vacancy Requests for that employee are canceled at that time.

ARKANSAS & MISSOURI

(Includes all Arkansas Exchanges and those Missouri Exchanges covered by Area Codes 314, 417, 573, 636 and 660)
1610 Des Peres, Suite 200
Des Peres, MO 63131
FAX: 314-957-3912

KANSAS (Includes all Kansas Exchanges and those Missouri Exchanges covered by Area Code 816)
823 Quincy, Room 104
Topeka, KS 66612
FAX: 785-276-5350

DALLAS

Three Bell Plaza, Room 100
Dallas, TX 75202
FAX: 214-464-4794

OKLAHOMA

7001 NW 23rd, Room 220
Bethany, OK 73008
FAX: 405-491-7488

HOUSTON

1515 Witte Road, 1st Flr.
Houston, TX 77080
FAX: 713-984-5398

SAN ANTONIO

4119 Broadway, Room 120
San Antonio, TX 78209
FAX: 210-820-7500

PREPARATION OF THE JOB VACANCY REQUEST,
FORM SW-9800 (Continued)

INSTRUCTIONS
TO THE EMPLOYEE
WHEN PREPARING
THE JOB VACANCY
REQUEST

The employee should complete the request as follows:

ITEM #	TITLE	PROCEDURE
1	Current Class of Employee	Check (✓) whether you are a Regular or Temporary employee.
2	Name	Enter last name, first name and middle initials.
3	Social Security Number	Enter Social Security number.
4	NCS	Enter Net Credited Service Date (e.g., MM-DD-YY, 12-16-96).
5	Type of Activity	<p>Check (✓) appropriate block:</p> <ul style="list-style-type: none">• New - if request is being submitted for the first time• Renew - if request is replacing a request that is due to expire (must be for same title(s) and location(s) as the one expiring)• Change - if updating or changing information submitted on original Job Vacancy Request <p>NOTE 1: If changing title(s) and/or location(s), you must <u>cancel</u> the existing request and submit a <u>new</u> request for the desired title(s) and/or location(s).</p>

PREPARATION OF THE JOB VACANCY REQUEST,
FORM SW-9800 (Continued)

INSTRUCTIONS
TO THE EMPLOYEE
WHEN PREPARING
THE JOB VACANCY
REQUEST (Cont'd)

ITEM #	TITLE	PROCEDURE
5 (cont'd)	Type of Activity	<p>NOTE 2: Changes to Exchange(s) for Hometown A or B options should be made on your Hometown Job Interest Survey Worksheet</p> <ul style="list-style-type: none">• Cancel - if request is no longer desired <p>NOTE: On Renewals, Changes or Cancels, provide the request log number, as indicated on the Status Report.</p> <p>IMPORTANT: If canceling a previous request and, at the same time, submitting a NEW request:</p> <ol style="list-style-type: none">1. check "New" and "Cancel".2. enter the canceled request log number, as indicated on the Status Report. <p>The employee may have up to seven (7) valid requests on file at one time.</p>

R

PREPARATION OF THE JOB VACANCY REQUEST,
FORM SW-9800 (Continued)

INSTRUCTIONS
TO THE EMPLOYEE
WHEN PREPARING
THE JOB VACANCY
REQUEST (Cont'd)

ITEM #	TITLE	PROCEDURE
6	Type of Request	<p>Indicate type of request by checking (✓) the appropriate block:</p> <ul style="list-style-type: none"> • Job Vacancy • Surplus • Other; this will include all other requests, e.g. <ul style="list-style-type: none"> - Permanent Restrictions - Personal Reasons - RPPP - Return from Leave Or After Expiration of Short Term Disability Benefits - Hometown Job (Option A <u>or</u> Option B) - Surplus Return <p>NOTE: When submitting "Other" requests, identify the type of request (as shown above) in the space provided.</p>
	Willing to Work Part-Time?	<p>Check (✓) "Yes" or "No", as appropriate, to indicate interest in part-time work.</p> <p>(If the box is not checked, the Placement Bureau will only consider the request for full-time openings.)</p>
7	For Titles Which May Require Driving	<p>Enter</p> <ul style="list-style-type: none"> • Check (✓) "Yes" or "No" block, as appropriate, to indicate the ability to drive a "stick shift" vehicle (manual transmission). • Drivers License Number • State license was issued in

PREPARATION OF THE JOB VACANCY REQUEST,
FORM SW-9800 (Continued)

INSTRUCTIONS
TO THE EMPLOYEE
WHEN PREPARING
THE JOB VACANCY
REQUEST (Cont'd)

ITEM #	TITLE	PROCEDURE
8	Time-in-Title and Location	<p>Check (✓) "Yes" or complete "date will achieve", as appropriate, according to Time-in-Title and Time-in-Location requirements in Article XIII, Job Vacancy, Section 2, of the 2001 Labor Agreements.</p> <p>Indicate date surplus or other special condition expires, if applicable.</p>
9	Desired Job Title	<p>Enter one (1) desired job title OR up to three (3) job titles if in the same Clerical Band or Craft classification. (See Appendix 1 at the end of this section.)</p> <p>The appropriate Appendix, as shown on the job brief must be designated (e.g., A, B, C, or D).</p> <p>A work group or environment designation may be indicated if desired (e.g., Select Business Accounts, Billing Inquiry Center, etc.).</p> <p>Refer to information on special types of requests (surplus, etc.) included in this section.</p>

R

PREPARATION OF THE JOB VACANCY REQUEST,
FORM SW-9800 (Continued)

INSTRUCTIONS
TO THE EMPLOYEE
WHEN PREPARING
THE JOB VACANCY
REQUEST (Cont'd)

ITEM #	TITLE	PROCEDURE
9 (cont'd)	Desired Job Title	NOTE: You cannot submit a request for a job title from which you have been retreated by the company for unsuccessful performance <u>unless</u> you can submit evidence of training and/or schooling you have taken which would help correct the deficient area.
	Desired SBC Company	Specify desired SBC Company. You will be considered for all companies if No Company is marked. Multiple Companies may be selected. Special JVRs will be considered for all companies.
10	Desired Location Option	Check (✓) ONE of the following work location options and specify. (See Appendix 2 at the end of this section.) NOTE: If you are requesting a location outside of your scope, you should send or FAX the request directly to the distant Placement Bureau. (See Page 3 in this section for Placement Bureau address and FAX number.) A. Job Vacancy Scope (i.e., AR-1, KS-1, MO-1, OK-1, TX-1 [Dls- Ft. Worth TX], TX-2 [Hst & Southeast TX], TX-3 [Central & West TX & South TX]

R
|
R

PREPARATION OF THE JOB VACANCY REQUEST,
FORM SW-9800 (Continued)

INSTRUCTIONS TO THE
EMPLOYEE WHEN
PREPARING THE JOB
VACANCY REQUEST
(Cont'd)

ITEM #	TITLE	PROCEDURE
10 (cont'd)	Desired Location Option	<p>B. Exchange or any combination of five (5) or less exchanges within a Job Vacancy Scope, as defined in Appendix F of the 2001 Labor Agreements.</p> <p>C. Specific area of the city in metropolitan locations.</p> <p>NOTES:</p> <p>The same location option must be used on a single Job Vacancy Request (e.g., you cannot list a specific work address, area and exchange on one request).</p> <p>Specific location(s) cannot be associated with a particular title when more than one title or exchange is requested.</p> <p>For example, an invalid request would be: Supplies Clerk in Exchange A, Reports Clerk in Exchange B, Senior Typist in Exchange C.</p> <p>An example of a valid request would be Supplies Clerk, Reports Clerk, Senior Typist in Exchange A.</p> <p>An employee will be considered for any title(s) and location(s) as specified on the request.</p> <p>D. Specific work address in metropolitan locations.</p>

R

PREPARATION OF THE JOB VACANCY REQUEST,
FORM SW-9800 (Continued)

INSTRUCTIONS TO THE
EMPLOYEE WHEN
PREPARING THE JOB
VACANCY REQUEST
(Cont'd)

ITEM #	TITLE	PROCEDURE
10 (cont'd)	Desired Location Option	IMPORTANT: If you have specified a work location by address, the request will be valid for that location only. It is your responsibility to keep track of the current address of any work group in which you desire to work and to keep your request up-dated.
11	Comments	Additional information for "Other" types of requests should be entered here. See Special Job Vacancy Requests in this Section.
12	Supervisor's Name Telephone and Pager Number Supervisor's Title Location	Print the supervisor's name. Print the supervisor's work telephone and pager number. Print the supervisor's title. Print the supervisor's work address, including room number and city.
13	Employee's Signature Date Employee's Permanent Title Telephone and Pager Number Work Location Current Subsidiary/ Bargaining Unit	Employee signs his/her name. Print the date the Job Vacancy Request was completed. Enter your permanent title (no acting or temporary titles) Enter your current work telephone number (including area code) and pager number, if applicable. Print your current work address (including room number) and city. Specify your current subsidiary/ bargaining unit (e.g., SWBT)

PREPARATION OF THE JOB VACANCY REQUEST,
FORM SW-9800 (Continued)

INSTRUCTIONS TO THE
EMPLOYEE WHEN
PREPARING THE JOB
VACANCY REQUEST
(Cont'd)

ITEM #	TITLE	PROCEDURE
14	Previously Faxed Form	Check (✓) box if this request is mailed to the Placement Bureau as a follow-up to a previously faxed request.
15	Employee Name and Social Security Number	Print name and enter Social Security Number.
16	Additional Factors Information - Current/Previous Job Titles Held	<p>Additional Factors to be considered for the specific title(s) requested are based on information the <u>employee</u> provides in the following areas:</p> <ul style="list-style-type: none"> • current/previous job titles held • job-related skills • job-related training <p>Check (✓) the box or boxes applicable to current/previous job titles held in which satisfactory job performance was attained.</p> <p>Enter the work group/environment for the title (e.g., Select Business Accounts, Billing Inquiry Center, Network Special Services, Public Communications, etc.) as well as the "From" and "To" dates (month, year) in which the job was held.</p> <p>For specific clerical titles not listed, enter title on line next to appropriate wage classification (e.g., SS2-Advanced Computer Attendant). Enter Work Group/Environment and "From" and "To" dates.</p> <p>For all other titles not specifically listed, enter information in "Other".</p>

PREPARATION OF THE JOB VACANCY REQUEST,
FORM SW-9800 (Continued)

INSTRUCTIONS TO THE
EMPLOYEE WHEN
PREPARING THE JOB
VACANCY REQUEST
(Cont'd)

ITEM #	TITLE	PROCEDURE
16 (cont'd)	Additional Factors Information - Current/Previous Job Titles Held	For titles in which there are multiple work groups/environments, enter information for a single work group environment on the title specific line and subsequent work groups/environments on lines in "Other" category. For example: <input checked="" type="checkbox"/> Service Representative - Select Business Accounts - 1/90 - 1/92 <input checked="" type="checkbox"/> Other: Service Representative - Billing Inquiry Center - 1/92 - 1/94
17	Additional Factors Information - Job-Related Skills	Indicate skill experience by entering appropriate information (e.g., computer skills, Microsoft® WORD, EXCEL, ACCESS, PowerPoint), etc. Indicate foreign language fluency by checking (✓) appropriate box(es) and specifying in which foreign language you are fluent.
18	Additional Factors Information - Job-Related Training	Indicate any successfully completed job-related training/schooling by entering the course title, course number, completion date and name of educational institution.

PREPARATION OF THE JOB VACANCY REQUEST,
FORM SW-9800 (Continued)

JOB VACANCY
CALL-IN LINE

Employees may find out about openings recently received in the Placement Bureau by calling the Job Vacancy Call-In Line (JVC-IL), accessible on MEL's Quick Call Menu #2.

The JVC-IL will be updated on a weekly basis. Employees are able to choose a market area and hear what job requisitions were received in that Placement Bureau during the previous week. Job titles and locations will be provided for each of the requisitions.

The list of requisitions is for informational purposes only and is not intended to verify current openings. The JVC-IL provides a current status of requisitions received each week. These requisitions are subject to revision or cancellation at any time.

Employees may use the following instructions to reach the JVC-IL at any time:

1. Dial your local MEL access number from work:
Texas: 214-464-1411; all others: 314-331-1411.

Dial 1-800-660-7635 when away from the office.
Dial 1-800-GO-TO-SWB outside SWBT LATAs.
 2. Enter MEL Quick-Call option *9 to access the Nonmanagement JVC-IL menu.
 3. Enter the appropriate number for the Placement Bureau you want to call from the main menu. The quick-call codes for each area are as follows and may be entered as soon as the system answers:

Kansas - 22
St. Louis - 23
Oklahoma - 24
Arkansas - 25
Dallas/Ft. Worth - 211
Houston/Southeast Texas - 212
Central/West Texas - 213
South Texas - 214
-

SPECIAL JOB VACANCY REQUESTS

SPECIAL REQUESTS

In addition to the normal Job Vacancy Request, there are several types of special requests that may be submitted by or for an employee.

Listed below are the various types of special requests and a listing of who should complete the request.

TYPE OF REQUEST	PREPARED BY
PERMANENT RESTRICTIONS	Supervisor
PERSONAL REASONS	Employee
RPPP	Employee
RETURN FROM LEAVE OR AFTER EXPIRATION OF SHORT TERM DISABILITY BENEFITS	Supervisor
SURPLUS	Employee
HOMETOWN JOB (OPTION A <u>OR</u> B)	Employee
SURPLUS RETURN	Employee

PERMANENT RESTRICTIONS REQUEST

INTRODUCTION

If an employee becomes restricted from performing the essential functions of his/her job on a permanent basis, the organization should attempt to place the employee in another position within the organization.

NOTE: If the employee is currently on Short Term Disability or any type of Leave and has a permanent restriction, a Permanent Restriction Request should be submitted.

Occasionally, an organization may be unable to place an employee in a work group within the organization.

After exhausting all intra-organizational means, the organization will request the assistance of the responsible Placement Bureau in placing the employee.

WHO MAY SUBMIT A PERMANENT RESTRICTIONS REQUEST?

The employee's immediate supervisor will complete a Job Vacancy Request, form SW-9800, in the employee's name and forward it to the Placement Bureau.

NOTE: The request will be considered one of the employee's seven (7) valid Job Vacancy Requests, as provided for in Article XIII, Job Vacancy, of the 2001 Labor Agreements.

R

R

SPECIAL REQUIREMENTS, FORM SW-9800

- The Type of Request should be checked as "Other" and Permanent Restrictions noted in the space provided.
 - Desired job title should be left blank.
 - If the employee is on Short Term Disability or any type of Leave, the expiration date should be noted in the space "Expiration Date." If the employee is returning after the expiration of Short Term Disability Benefits, a date one year from the expiration of Short Term benefits should be entered in the space "Expiration Date."
-

PERMANENT RESTRICTIONS REQUEST (Continued)

SPECIAL
REQUIREMENTS,
FORM SW-9800
(Continued)

- The supervisor should provide a description of the permanent restrictions in the Comments section and include any supporting documentation (i.e., memo from the Consultant-Job Accommodation indicating there is a permanent restriction). The employee's status should also be noted (i.e., Short Term Disability, Long Term Disability, Disability Pension, Service Pension, etc.). If, at any time an employee's restrictions or status changes, the supervisor must submit an updated Permanent Restrictions Request, along with the supporting documentation, to the Placement Bureau.

The Permanent Restrictions Request will be valid for a one-year period, unless the employee is on Leave or is returning after the expiration of Short Term Disability Benefits in which case the request will be valid up to the date indicated in the space "Expiration Date."

NOTE: Prior to making a job offer, the Placement Bureau will determine the employee's ability to perform the essential functions of the job, including any permanent restrictions.

TITLES FOR
WHICH THE
EMPLOYEE
WILL BE
CONSIDERED

The employee will be considered for lateral and downgraded job titles.

LOCATIONS
FOR WHICH
THE EMPLOYEE
WILL BE
CONSIDERED

The employee will be considered for all laterals within the Force Adjustment Area and all downgrades within the exchange. The employee should be consulted to determine if he/she would be willing to consider additional locations for laterals and downgrades. If the employee would consider additional locations, these locations should be indicated on the Permanent Restrictions Request.

TIME-IN-TITLE
AND LOCATION
REQUIREMENT

Time-in-title and location on the employee's current job will be waived.

EFFECT ON
TIME-IN-TITLE
AND LOCATION
AFTER PLACE-
MENT

An employee's time-in-title and location will start over on the new job if placed as a result of a Permanent Restrictions Request.

PERMANENT RESTRICTIONS REQUEST (Continued)

JOB OFFER
DECLINATIONS

If an employee declines one (1) job offer, the Permanent Restrictions Request will be canceled in its entirety. The employee will not be allowed to submit another request for the specific restriction.

NOTE: If an employee declines testing necessary for consideration for placement, the refusal to test will be considered as a job offer declination.

IMPORTANT: Prior to declining a job offer, the employee will be advised by the supervisor of the effect a job offer declination has on the employee's benefits and continued employment. (The Consultant-Job Accommodation at 1-888-212-3300 should be contacted to provide this information.) The Placement Bureau will advise the Consultant-Job Accommodation of any job declinations. R

RETREAT
RIGHTS

If the employee is placed as a result of their Permanent Restriction Job Vacancy Request, there are no company or employee retreat rights.

PERSONAL REASONS REQUEST

INTRODUCTION

An employee may experience a personal situation which necessitates his/her moving to another job or geographic location.

WHO MAY SUBMIT A PERSONAL REASONS REQUEST?

A regular employee may submit a Personal Reasons Request.

NOTE: The request will be considered one of the employee's seven valid Job Vacancy Requests, as provided for in Article XIII, Job Vacancy, of the 2001 Labor Agreements. R
R

SPECIAL REQUIREMENTS, FORM SW-9800

- The Type of Request should be checked as "Other" and PR entered in the space provided.
- A completed Personal Reasons Job Interest Survey Worksheet should be forwarded with the request.

NOTE: See Section 5 for an exhibit of the Worksheet.

- An employee requesting a personal reasons move should prepare a letter explaining his/her particular situation along with any supporting documentation and forward, with the request, to the appropriate departmental personnel representative.
- The departmental personnel representative will forward the letter explaining the Personal Reasons Request situation and whether or not the request is concurred by the organization. The letter should be forwarded to the Placement Bureau.

The Personal Reasons Request, if approved, will be valid for a one-year period.

PERSONAL REASONS REQUEST (Continued)

TITLES FOR
WHICH THE
EMPLOYEE
WILL BE
CONSIDERED

The employee may request only lateral and/or downgraded jobs.

NOTE: Relocation expenses are not applicable.

TIME-IN-TITLE
AND LOCATION
REQUIREMENTS

Time-in-title and location requirements on the employee's current job will be waived.

EFFECT ON
TIME-IN-TITLE
AND LOCATION
AFTER PLACE-
MENT

An employee's time-in-title and location will start over on the new job, if placed as a result of a Personal Reasons Request.

JOB OFFER
DECLINATIONS

If an employee declines one (1) job offer, the Personal Reasons Request will be canceled in its entirety. The employee will be required to wait three (3) months before submitting another Personal Reasons Request.

NOTE: If an employee declines testing necessary for consideration for placement, the refusal to test will be considered as a job offer declination.

RETREAT
RIGHTS

The employee will not have retreat rights if placed as a result of a Personal Reasons Request.

RPPP REQUEST

INTRODUCTION

Any former surplus employee who has accepted a position where the rate of pay is lower than on the former surplus job, may submit a RPPP Request to return to his/her prior job level. The former surplus employee will receive priority consideration for such vacancies for a period of two (2) years following his/her placement in the new position.

WHO MAY SUBMIT A RPPP REQUEST?

A regular employee who elects to receive RPPP may submit a RPPP Request.

NOTE: The request will be considered one of the employee's seven (7) valid Job Vacancy Requests, as provided for in Article XIII, Job Vacancy, of the 2001 Labor Agreements.

R
R

SPECIAL REQUIREMENTS, FROM SW-9800

- The Type of Request should be checked "Other", and RPPP noted in the space provided.
- The "Expiration Date" should reflect a date that is two (2) years past the actual date of placement in the job that qualified the employee for RPPP. The employee must renew the request annually.
- The words "RPPP" should be noted in the space "Desired Job Title" to distinguish it from a request for a specific job title.
- A completed RPPP Job Interest Survey Worksheet should be forwarded with the request to the Placement Bureau.

NOTE: See Section 5 for an exhibit of the RPPP Job Interest Survey Worksheet.

TITLES FOR WHICH THE EMPLOYEE WILL BE CONSIDERED

The employee will be given priority consideration for all job titles at the employee's prior job level, as indicated on the RPPP Worksheet.

RPPP REQUEST (Continued)

LOCATIONS
FOR WHICH
THE EMPLOYEE
WILL BE
CONSIDERED

The employee will be considered for any location as indicated on the RPPP Worksheet.

NOTE: Relocation expenses are not applicable.

TIME-IN-TITLE
AND LOCATION
REQUIREMENTS

Time-in-title and location requirements on the employee's current job will be waived.

EFFECT ON
TIME-IN-TITLE
AND LOCATION
AFTER PLACE-
MENT

An employee's time-in-title and location will start over on the new job, if placed as a result of a RPPP Request.

JOB OFFER
DECLINATIONS

If an employee declines one (1) job offer, the RPPP Request will be canceled in its entirety. The employee will not be allowed to submit another request for the RPPP situation.

NOTE: If an employee declines testing necessary for consideration for placement, the refusal to test will be considered as a job offer declination.

RETREAT
RIGHTS

The employee will not have retreat rights if placed as a result of a RPPP Request.

RETURN FROM LEAVE OR AFTER EXPIRATION OF SHORT TERM DISABILITY BENEFITS

INTRODUCTION

Usually, it will be in the best interest of the Company to place an employee returning from a particular Leave or after expiration of Short Term Disability Benefits in their former position when the availability of work and the qualifications of the individual permits.

Occasionally, an organization may be unable to place an employee in his/her former position or in another position within the organization.

After exhausting all intra-organizational means, the organization will request the assistance of the responsible Placement Bureau in returning the employee to a job.

NOTE: If the employee is currently on a particular Leave or returning after expiration of Short Term Disability Benefits and has a permanent restriction, a Permanent Restriction Request should be submitted instead.

REINSTATEMENT

Reinstatement procedures apply to the following types of leaves:

- Anticipated Disability
- Care of Newborn/
Adopted Children*
- Disability
- Educational****
- Family Care**
- Uniformed Service Leave***
- Union

*Will be reinstated upon Return from Care of Newborn/Adopted Children Leave as long as return to work is no later than 12 months from start of leave. If taken in conjunction with an Anticipated Disability Leave, the maximum period of the two leaves cannot exceed 12 months.

**Will be reinstated upon Return from Family Care Leave as long as the total periods do not exceed 12 months in a fixed 24-month period.

***Will be reinstated in accordance with and subject to the provisions of the law.

****Will be placed in former position (job title and location). If position not available, will place employee in lateral or downgrade position (for which they are qualified) within the Force Adjustment Area.

NOTE: Reinstatement procedures also apply during the 52 week period following expiration of Short Term Disability Benefits.

RETURN FROM LEAVE OR AFTER EXPIRATION OF
SHORT TERM DISABILITY BENEFITS (Continued)

WHO MAY SUB-
MIT A RETURN
FROM LEAVE
REQUEST?

The employee's immediate supervisor will complete a Job Vacancy Request, form SW-9800, in the employee's name and forward it to the Placement Bureau.

NOTE: The request will not be considered one of the employee's seven (7) valid Job Vacancy Requests, as provided for in Article XIII, Job Vacancy, of the 2001 Labor Agreements. R

SPECIAL
REQUIREMENTS,
FORM SW-9800

- The Type of Request should be checked as "Other" and the specific type of leave or expiration of Short Term Disability Benefits noted in in the space provided.
- The Leave expiration date should be noted in the space "Expiration Date." For expiration of Short Term Disability Benefits, the expiration date should be one year from the expiration of Short Term Disability Benefits.
- Desired job title should be left blank.
- The supervisor should provide to the Placement Bureau the date the employee advises the Company of his/her desire to return to work in the Comments section.

The Return from Leave Request will be valid up to the Leave expiration date. Return After Expiration of Short Term Disability Benefits will be valid for one year from the expiration of Short Term Disability Benefits.

NOTE: Prior to making a job offer, the Placement Bureau will determine the employee's ability to perform the essential functions of the job, if applicable. The Consultant-Job Accommodations 1-888-212-3300 can assist in this determination should the employee request an accommodation. R

TITLES FOR
WHICH THE
EMPLOYEE
WILL BE
CONSIDERED

The employee will be considered for the same job title or one of similar status and pay. If the same job title or one of similar status and pay is unavailable, the employee will be considered for lateral and downgraded job titles.

RETURN FROM LEAVE OR AFTER EXPIRATION OF
SHORT TERM DISABILITY BENEFITS (Continued)

LOCATIONS
FOR WHICH
THE EMPLOYEE
WILL BE
CONSIDERED

The employee will be considered for all locations within the Force Adjustment Area.

For Return from Expiration of Short Term Disability Benefits, the employee will be considered for the same job title or laterals within the Force Adjustment Area and all downgrades within the exchange. The employee should be consulted to determine if he/she would be willing to consider additional locations. If the employee would consider additional locations, these locations should be indicated on the request.

TIME-IN-TITLE
AND LOCATION
REQUIREMENTS

Time-in-title and location requirements on the employee's current job should be waived.

EFFECT ON
TIME-IN-TITLE
AND LOCATION
AFTER PLACE-
MENT

An employee's time-in-title and location will not be impacted if placed.

JOB OFFER
DECLINATIONS

If an employee declines one (1) job offer, the Return from Leave or Expiration of Short Term Disability Benefits Request will be canceled in its entirety. The employee will not be allowed to submit another request for the Leave or Expiration of Short Term Disability Benefits.

NOTE: If an employee declines testing necessary for consideration for placement, the refusal to test will be considered as a job offer declination.

IMPORTANT: Prior to declining a job offer, the employee will be advised by the supervisor of the effect a job offer declination has on the employee's benefits and continued employment. (The Human Resources Generalist (HRG) should be contacted to provide this information.) The Placement Bureau will advise the HRG of any job declinations.

R

RETREAT
RIGHTS

The employee will not have retreat rights if placed.

A=Addition
R=Revision

SURPLUS TRANSFER REQUESTS

INTRODUCTION

Such things as technological change, changes in operations, and/or centralization, may necessitate a reduction in the number of regular employees. This may result in what is known as a surplus force condition.

To minimize the impact on the employee involved, the Surplus Transfer Request (STR) is available.

WHO MAY SUBMIT AN STR?

A regular employee may submit an STR after the employee has been officially declared Surplus in accordance with Article XVII, Force Adjustment, Section 3.a. of the 2001 Labor Agreements.

R

NOTE: The request will be considered one of the employee's seven (7) valid Job Vacancy Requests, as provide for in Article XIII, Job Vacancy, of the 2001 Labor Agreements.

R

R

SPECIAL REQUIREMENTS, FORM SW-9800

- The Type of Request should be checked as "Surplus."
- The surplus force disposition date should be noted in the space designated "Expiration Date."
- The word "Surplus" should be noted in the space "Desired Job Title" to distinguish it from a request for a specific job title.
- A completed Surplus Job Interest Survey Worksheet should be forwarded with the STR to the Placement Bureau.

NOTE: See Section 5 for an Exhibit of the Surplus Job Interest Survey Worksheet.

The STR will be valid until the Force Disposition Date or Extended Force Disposition Date.

TITLES FOR WHICH THE EMPLOYEE WILL BE CONSIDERED

The STR will enable the employee to be considered for the following:

- Automatic priority consideration for lateral movement in the Force Adjustment Area.
 - Priority consideration for lateral movement outside the Force Adjustment Area in which the employee has expressed an interest.
-

SURPLUS TRANSFER REQUESTS (Continued)

TITLES FOR
WHICH THE
EMPLOYEE
WILL BE
CONSIDERED
(Cont'd)

- Priority consideration for all downgrade movement in which the employee has expressed an interest.
 - Consideration for all upgrade movement in which the employee has expressed an interest.
-

LOCATIONS
FOR WHICH
THE EMPLOYEE
MAY BE
CONSIDERED

The STR may be submitted for any number of desired locations within Southwestern Bell, provided the employee is willing to relocate as necessary.

TIME-IN-TITLE
AND LOCATION
REQUIREMENTS

Time-in-title and location requirements on an employee's current job will be waived.

EFFECT ON
TIME-IN
TITLE AND
LOCATION
AFTER
PLACEMENT

The effect on time-in-title and location of a surplus move is detailed below:

TYPE OF MOVEMENT	RESULT
Upgrade	Time-in-title and location begins again.
Lateral and Downgrade	Time-in-title and location are retained from previous surplus position.

JOB OFFER
DECLINATIONS

A surplus employee may refuse four (4) job offers generated as a result of the STR. After each declination, the Placement Bureau will advise the employee of his/her status indicating the number of declinations. With the fourth job offer declination, the employee's STR will be automatically canceled.

NOTE: If a surplus employee declines testing necessary for consideration for placement, the refusal to test will be considered as a job offer declination and will count against the four (4) allowable declinations under his/her STR.

SURPLUS TRANSFER REQUESTS (Continued)

RETREAT
RIGHTS

The following guidelines should be used in determining whether an employee moved as a result of a surplus force condition can be allowed to exercise his/her retreat rights:

IF.....	THEN.....
relocation expenses have been paid under Operating Practice 63,	the employee does not have retreat rights.
relocation expenses have not been paid,	the employee may retreat to the previous position, providing the work has not been curtailed or discontinued and will assume surplus status for the time remaining in the surplus situation.

HOMETOWN JOB VACANCY REQUESTS

INTRODUCTION

Effective September 14, 1998, a regular surplus employee who wishes to restrict the area for placement consideration to something less than the Force Adjustment Area (FAA) may submit a Hometown A (HA) or Hometown B (HB) request.

WHO MAY SUBMIT A HOMETOWN A (HA) OR HOMETOWN B (HB) REQUEST?

A regular employee who has officially been declared surplus in accordance with Article XVII, Force Adjustment, Section 3.a. of the 2001 Labor Agreements.

R

NOTE: The request will be considered one of the employee's seven (7) valid Job Vacancy Requests, as provided for in Article XIII, Job Vacancy, of the 2001 Labor Agreements.

R

R

Surplus employees may elect the HJSC by submitting the Hometown Job Security Commitment Election Form to their supervisor, not less than two (2) days and not more than 28 days (or by such later date as determined by management).

A surplus employee who declines a lateral job in the Force Adjustment Area (FAA) through a Job Vacancy Request or a Surplus Transfer Request is not eligible for either HJSC option (HA nor HB).

SPECIAL REQUIREMENTS, FORM SW-9800

- The Type of Request should be checked "Other", and HA **or** HB noted in the space provided.
- The surplus force disposition date should be noted in the space designated "Expiration Date".
- The word **Surplus** should be noted in the space "Desired Job Title" to distinguish it from a request for a specific job title.
- A completed Hometown Job Interest Survey Worksheet should be forwarded with the Hometown Job Vacancy Request to the Placement Bureau.

NOTE: See Section 5 for an Exhibit of the Hometown Job Interest Survey Worksheet.

HOMETOWN JOB VACANCY REQUESTS (Cont'd)

SPECIAL REQUIREMENTS, FORM SW-9800 (Cont'd)

- The Hometown A or Hometown B request will be valid until the Force Disposition Date.

NOTE: Once an employee selects either HA or HB, he/she may change his/her election between these options. However, once an HJSC option has been selected, the employee cannot revoke that decision and revert to treatment under Article XVII, Force Adjustment or the ESC.

If Hometown A is selected, and the employee has not received a job offer at the FDD, the Hometown Request will be changed automatically within the Placement Bureau to a regular Job Vacancy Request and the employee will be put on a Surplus Leave of Absence (SLA).

During the SLA period, employees will maintain a regular Job Vacancy Request in file and will be considered for all jobs for which he/she is qualified in the designated Exchange(s) regardless of what jobs had been previously identified on his/her Hometown Job Interest Survey worksheet.

TITLES FOR WHICH THE EMPLOYEE WILL BE CONSIDERED

The HA or HB request will enable the employee to be considered for the following:

- Automatic priority consideration for all laterals within his/her designated Exchange(s) which are within his/her Force Adjustment Area (FAA); and
- Priority consideration for laterals within his/her Exchange(s) which are outside his/her Force Adjustment Area (FAA) in which he/she has expressed an interest; and
- Priority consideration for all downgrades in his/her designated Exchange(s) in which he/she has expressed an interest; and
- Consideration for all upgrades in his/her designated Exchange(s) in which the employee has expressed an interest.

LOCATIONS FOR WHICH THE EMPLOYEE MAY BE CONSIDERED

The HA or HB request may be submitted for up to five (5) Exchange(s) (one of which must be the Exchange in which the surplus is located). Once selected, Exchanges may not be altered or modified. However, employees may supplement them up to a maximum of five (5).

HOMETOWN JOB VACANCY REQUESTS (Cont'd)

TIME-IN-TITLE AND LOCATION REQUIREMENTS

Time-in-title and location requirements on an employee's current job will be waived.

EFFECT ON TIME-IN-TITLE AND LOCATION AFTER PLACEMENT

The effect on time-in-title and location of a surplus move is detailed below:

TYPE OF MOVEMENT	RESULT
Upgrade	Time-in-title and location begins again.
Lateral and Downgrade	Time-in-title and location are retained from previous surplus position.

JOB OFFER DECLINATIONS

A surplus employee may refuse four (4) job offers generated as a result of the HA or HB Request. After each declination, the Placement Bureau will advise the employee of his/her status indicating the number of declinations. With the fourth job offer declination, the employee's HA or HB Request will be automatically canceled.

NOTE: If a surplus employee declines testing necessary for consideration for placement, the refusal to test will be considered as a job offer declination and will count against the four (4) allowable declinations under the HA or HB Request.

The four declinations apply to the number of declinations before the HJSC Request is canceled. However, if the surplus employee declines any HJSC job offer, regardless of whether it is a lateral, downgrade, or upgrade, and is not subsequently placed by the Force Disposition Date, they will be terminated without a severance payment.

RETREAT RIGHTS

The following guidelines should be used in determining whether an employee has retreat rights:

- If relocation expenses have been paid under Operating Practice 63, the employee does not have retreat rights.
- If the retreat is employee-initiated from a lateral position within the FAA, even if it is within the 2-28 day window (or by such later date as determined by Management); the employee cannot invoke the HJSC.

HOMETOWN JOB VACANCY REQUESTS (Cont'd)

RETREAT RIGHTS (Cont'd)

- If the retreat is employee-initiated from an upgrade or downgrade position, and they are within the 2-28 day window (or by such later date as determined by Management); then the employee can invoke the HJSC.
- If the retreat is Company-initiated from any position; then the employee can invoke the HJSC if it is within the 2-28 day window (or by such later date as determined by Management).

SURPLUS RETURN REQUEST

INTRODUCTION

A former surplus employee who has been placed outside his/her original Force Adjustment Area as a result of force adjustment may submit a Surplus Return Request to return to his/her original Force Adjustment Area and receive priority consideration for laterals and downgrades to the employee's original surplus title for three (3) years following the placement necessitating the relocation. (See Article XVII, Force Adjustment, Section 5b of the 2001 Labor Agreements.

R

NOTE: The Force Adjustment Area is defined as the exchange in which the Surplus Work Group is located and those contiguous exchanges within the same state.

WHO MAY SUBMIT A SURPLUS RETURN REQUEST?

The former surplus employee who has been placed outside his/her original Force Adjustment Area as a result of force adjustment may submit a Surplus Return Request.

NOTE: The request will be considered one of the employee's seven (7) valid Job Vacancy Requests, as provided for in Article XIII, Job Vacancy, of the 2001 Labor Agreements.

R

R

SPECIAL REQUIREMENTS, FORM SW-9800

- The Type of Request should be checked as "Other" and "SR" written in the space provided.
 - The "Expiration Date" should reflect a date that is three (3) years past the actual date of placement outside the original Force Adjustment Area.
 - The words "Surplus Return" should be noted in the space "Desired Job Title" if the employee wishes to distinguish it from a request for a specific title.
 - A completed Surplus Return Job Interest Survey Worksheet should be forwarded with the Surplus Return Request to the Placement Bureau.
-

SURPLUS RETURN REQUEST (Continued)

SPECIAL
REQUIREMENTS
FORM SW-9800
(Cont'd)

NOTE: See Section 5 for an exhibit of the Surplus Return Job Interest Survey Worksheet.

- The employee should provide the following information in the Comments section:
 - the employee's original surplus exchange
 - the employee's original surplus title
 - the actual date of placement outside the original Force Adjustment Area

The Surplus Return Request will be valid for three (3) years from the date of placement outside the original Force Adjustment Area. The employee must renew the request annually.

TITLES FOR
WHICH THE
EMPLOYEE
WILL BE
CONSIDERED

The employee will be given priority consideration for lateral and/or downgraded job titles to their original surplus title, as indicated on the Surplus Return Job Interest Survey Worksheet.

LOCATIONS
FOR WHICH
THE EMPLOYEE
WILL BE
CONSIDERED

The employee will be considered for any available location within his/her original Force Adjustment Area as indicated on the Surplus Return Job Interest Survey Worksheet.

NOTE: Relocation expenses are not applicable.

TIME-IN-TITLE
AND LOCATION
REQUIREMENTS

Time-in-title and location requirements on the employee's current job will be waived.

EFFECT ON
TIME-IN-TITLE
AND LOCATION
AFTER PLACE-
MENT

An employee's time-in-title and location will start over on the new job, if placed as a result of a Surplus Return Request.

SURPLUS RETURN REQUEST (Continued)

JOB OFFER DECLINATIONS

If an employee declines one (1) job offer, the Surplus Return Request will be canceled in its entirety. The employee will not be allowed to submit another request for the specific surplus return situation.

NOTE: If an employee declines testing necessary for consideration for placement, the refusal to test will be considered as a job offer declination.

RETREAT RIGHTS

The employee will not have retreat rights if placed as a result of a Surplus Return Request.

REVIEW OF THE STATUS REPORT (Continued)

GENERAL INSTRUCTIONS FOR THE EMPLOYEE'S SUPERVISOR

When an employee submits a Job Vacancy Request to the Placement Bureau, the request will be entered into the Nonmanagement Employment Opportunity Network (NEON) system, and a Status Report will be generated the following day. The Status Report is intended to provide the employee and his/her supervisor with information regarding the status of the employee's Job Vacancy Request.

A Status Report is generated as a result of:

- a new request
- a change to an existing request (e.g., expiration, test results, etc.)
- a cancellation of an existing request
- a renewal of an existing request

Two copies of the Status Report will be mailed to the employee's supervisor. The Status Report should immediately be reviewed with the employee and signed by both the supervisor and the employee. One copy of the Status Report should be given to the employee for his/her records, and one copy should be filed in the employee's personnel binder. Appraisal information will be reviewed by the Placement Bureau at the time of a job offer.

NOTE: If the employee does not receive the Status Report within one week, he/she should consult with his/her supervisor; if the supervisor has not received the report, the supervisor should contact the Placement Bureau

REVIEW OF THE STATUS REPORT (Continued)

REPORT - GARPT-102A
REF - NEON OPER PRACTICE
SWBT - TOPEKA PLACEMENT BUREAU
REASONS FOR NOTIFICATION : NEW JOB VACANCY REQUEST (1)

NON-BLANKET REQUEST STATUS REPORT
08/07/98

PAGE - 29
RUN DATE - 08/07/98
RETENTION - 5 YEARS

NAME: SMITH, MJ
SSN: 123-45-6789 (2)
CURRENT TITLE: SENIOR REPORTS CLERK
REQUESTED TITLE: SUPPLIES ATTENDANT (4)
REQUESTED LOCATIONS: TOPEKA (5)

JOB VACANCY REQUEST NUMBER: K9808077851 (3)

EFFECTIVE DATE: 08/07/98 (6)
EXPIRATION DATE: 08/07/99 (7)
NCS DATE: 04/14/80 (8)
TIME IN TITLE: YES (9)
TIME IN LOCATION: YES (10)
OTHER TITLES ON JV REQUEST (4)
1.
2.

COMMENTS: (11)

QUALIFIED
WITH (12) WITHOUT (13) PENDING (14) MAY BE REQUIRED (15)

TELEPHONE ABILITY BATTERY

MEDICAL CHECK
DRIVING RECORD CHECK
SECURITY CHECK
PHYS PERFORMANCE TEST - B
BLOOD PRSSRE/PULSE SCREEN

TOPEKA PLACEMENT BUREAU
785-276-5576 (16)
823 QUINCY
ROOM 104
TOPEKA, KS. 66612

SUPERVISOR'S NAME KELLY, D (17)
TITLE MGR
ADDRESS 1000 QUINCY
CITY/ST TOPEKA, KS
PHONE 785-276-1010

INTERVIEWER CODE: SS

ATTENTION SUPERVISOR: IT IS NECESSARY THAT THIS
BE REVIEWED WITH THE EMPLOYEE IMMEDIATELY UPON
RECEIPT AND THEN PLACED IN THE EMPLOYEES
PERSONNEL FILE. IF AN EMPLOYEE REQUESTS
FEEDBACK (ON DISQUALIFIED REQUESTS ONLY)
PLEASE CONTACT THE PLACEMENT BUREAU

DATE DISCUSSED WITH THE EMPLOYEE _____
(18) EMPLOYEE SIGNATURE _____
SUPERVISOR SIGNATURE _____

* PROPRIETARY - NOT FOR USE OR DISCLOSURE OUTSIDE SWBT EXCEPT UNDER WRITTEN AGREEMENT

REVIEW OF THE STATUS REPORT (Continued)

INSTRUCTIONS
FOR REVIEW OF
THE STATUS
REPORT

Upon receipt of the Status Report, the supervisor should verify the information as correct with the employee as follows:

ITEM	TITLE	DESCRIPTION
1	Reason for Notification	Designation of reason Status Report was generated (i.e., new request, change, disqualification, etc.)
2	Employee Name, Social Security Number, Current Title	Employee's name Employee's Social Security Number Employee's current title
3	Job Vacancy Request Number	Number assigned by the NEON system to identify request
4	Requested Title and Other Titles on Job Vacancy Request	<p>The title(s) requested by the employee on the Job Vacancy Request.</p> <p>SUPERVISOR NOTE: Review the title(s) to determine if the employee has been retreated from any titles requested. If the employee has been retreated from any title by the Company, contact the Placement Bureau to provide information regarding circumstances of retreat.</p> <p>If the reason for the retreat is due to unsatisfactory performance, the request will be disqualified unless the employee can submit evidence of training and/or schooling he/she has taken which would help correct the deficient area.</p>

REVIEW OF THE STATUS REPORT (Continued)

INSTRUCTIONS
FOR REVIEW OF
THE STATUS
REPORT (Cont'd)

5	Requested Location	The location(s) requested by the employee on his/her Job Vacancy Request (e.g., Austin, Corpus Christi, San Antonio). NOTE: If the employee is requesting a specific departmental segment or work address on the request, the designated name and/or address will appear in the Comments section.
6	Effective Date	The date the request became a valid active request on file.
7	Expiration Date	The date the request will no longer be active.
8	NCS date	The employee's Net Credited Service date.
9	Time-in-Title	<ul style="list-style-type: none">• "YES", if the employee has attained time-in-title on the current job, or• the date the employee will attain time-in-title.
10	Time-in-Location	<ul style="list-style-type: none">• "YES", if the employee has attained time-in-title on the current job, or• the date the employee will attain time-in-location.
11	Comments	Reflects other information about the request (e.g., specific address, hours, additional factor information, etc.).

REVIEW OF THE STATUS REPORT (Continued)

INSTRUCTIONS
FOR REVIEW OF
THE STATUS
REPORT (Cont'd)

12	Qualified With	Reflects the qualification status of the employee's request in relation to the requirements of the job title(s) (e.g., testing).
13	Without	Reflects the requirements that may be required for specific positions for which the employee is not qualified.
14	Pending	Reflects those requirements of the job title for which the employee has not yet qualified.
15	May be Required	Reflects those requirements which may be required for the title(s) requested, depending on the specific job vacancy, for which the employee has not yet qualified.
16	Placement Bureau Telephone Number and Address	Identifies the Placement Bureau processing the Job Vacancy Request and provides the telephone number and address for contact.
17	Supervisor's Name, Title, Address and Telephone Number	Reflects current information for the employee's immediate supervisor. All Status Reports will be provided to the manager listed.
18	<ul style="list-style-type: none"> • Date discussed with the Employee • Employee Signature • Supervisor Signature 	The date that the Status Report is reviewed with the employee should be entered here. The employee and supervisor should both sign the Status Report.

REVIEW OF THE STATUS REPORT (Continued)

CORRECTING
INFORMATION
ON THE
STATUS REPORT

If any of the information on the Status Report is determined to be incorrect, the supervisor should correct the Status Report and immediately return to the Placement Bureau via company mail or FAX.

JOB TITLES AND CLASSIFICATIONS

NONCRAFT

- Air Conditioning Specialist
- Assistant Customer Service Technician
- Building Mechanic
- CAD Technical Specialist
- Central Office Translations Specialist
- Circuit Design Specialist
- Customer Services Representative
- Driver-Tractor Trailer
- Facilities Specialist
- Garage Attendant
- House Service Attendant
- House Service Maintainer
- Installation Coordinator
- Line Translations Specialist
- Motor Equipment Inspector/Maintainer
- Pay Telephone Technician
- Supplies Attendant
- Technical Associate

A

GROUP 1 CRAFT

- Cable Splicing Technician
- Combination Technician
- Communications Technician
- Customer Services Technician
- Data Services Technician
- Network Center Technician
- RMATS Technician
- Systems Technician

GROUP 2 CRAFT

- Outside Plant Technician
- Systems Analyst

A

GROUP 2-A CRAFT

- Frame Attendant

JOB TITLES AND CLASSIFICATIONS

CONTACT

- Business Representative
- Business Services Instructor
- Business Systems Representative
- Coin Counter R
- Communications Consultant
- Customer Clerk
- Customer Representative
- Customer Service Representative I
- Customer Service Representative II
- Customer Services Specialist
- Field Assistant
- Installation Coordinator
- Marketing Assistant
- Pay Telephone Consultant
- Revenue Management Representative
- Sales Agent A
- Sales Clerk
- Sales and Service Consultant A
- Senior Consultant A
- Service Representative
- Teller

CENTRAL OFFICE ASSISTANT

- Central Office Assistant

CONSOLE OPERATOR

- Console Operator

OPERATING

- Central Office Clerk
- Operator
- Service Assistant

GRAPHICS AND DRAFTING

- Graphics Specialist-A, B

JOB TITLES AND CLASSIFICATIONS

E-1

- Office Clerical Assistant-A, B, C, D, I

E-2

- Benefit Clerk
- Clerk-B, I R
- Combination Clerk
- Final Accounts Clerk
- Miscellaneous
Summaries Clerk
- Office Service Clerk
- PBX Attendant
- Posting Clerk
- Ticket Clerk
- Typist-A
- Typist-B, C, D

CLERICAL E-3

- Business Office Clerk
- Copy Machine Operator
- Directory Distribution Clerk
- Draft Records Clerk
- Force Reports Clerk
- Key Entry Operator
- Records Clerk-A
- Records Clerk-B
- Records Clerk-C
- Records Clerk-D
- Records Clerk-I A
- Reports Clerk
- Right of Way Clerk
- Senior Typist
- Service Order Clerk
- Service Results Clerk
- Stenographer-A, B, C, D
- Supplies Clerk

JOB TITLES AND CLASSIFICATIONS

CLERICAL SS-1

- Administrative Clerk
- Administrative Reports Clerk
- Balancing Clerk
- Computer Attendant-A, D
- DAS/C Data Base Clerk
- Data Control Clerk
- Data Entry Operator
- Data Processing Clerk-B
- Data Processing Clerk-C
- Editing Clerk
- Force Adjustment Clerk
- General Clerk-B
- General Clerk-D
- Mail Attendant
- Operations Clerk
- Payroll Change Clerk
- Personnel Records Clerk
- Project Clerk-B, I
- Senior Records Clerk-A
- Senior Records Clerk-B, D, I
- Senior Reports Clerk-C, I
- Senior Stenographer-A, B, C, D, I
- Ticket Record Clerk
- Travel Specialist

CLERICAL SS-2

- Advanced Computer Attendant
- Advanced Data Processing Clerk
- Benefit Clerical Assistant
- Directory Composer
- Head Clerk-A, B, C, D, I
- Head Stenographer-C
- Head Stenographer-D
- Senior General Clerk-A
- Senior General Clerk-B
- Senior General Clerk-D
- Senior General Clerk-I
- Service Evaluator
- Service Order Correction Clerk
- Service Order Writer-B, I

CLERICAL S-1 & S-2

S-1

- Accounting Clerk
- Cash Control Clerk
- Draft Reconciliation Clerk
- Fraud Specialist
- Technical Assistance Center Administrator

S-2

- Audit Clerk
- Claims Representative
- General Financial Clerk
- Senior Accounting Clerk A
- Senior Treasury Clerk A

ARKANSAS
PAGE 1
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
ALTHEIMER		
ARKADELPHIA		1051 CHEVROLET DRIVE 405 S 8 TH STREET
ASHDOWN		171 FRISCO
BATESVILLE		2475 E MAIN 410 BOSWELL HWY 394 RT 7, BOX 675
BEEBE		208 N CYPRESS
BELLA VISTA		50 PINION DRIVE
BENTON		2725 SHENANDOAH 321 S MAIN
BENTONVILLE		207 SOUTHWEST A 402 S MAIN 627 WHITE RD
BLYTHERVILLE		310 E WALNUT 322 S 2ND
BRINKLEY		215 S NEW ORLEANS
CAMDEM		1505 LONGVIEW 214 JEFFERSON
CASH		
CAVE CITY		
CENTER RIDGE		
CHIDESTER		
CONCORD		
CONWAY		2010 SALEM RD 820 LOCUST
DERMOTT		

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

ARKANSAS
PAGE 2
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
EARLE		MAIN & 2ND ST
EL DORADO		359 BAILEY RD 301 W MAIN
EUDORA		152 N ARCHER
EUREKA SPRINGS		HWY 23 S RT 6 BOX 10
FAYETTEVILLE		1133 HAROLD 114 N EAST 138 N EAST 2787 MCCONNELL 935 N MAIN AVE
FORREST CITY		505 DILLARD 600 DAWSON RD
FT. SMITH		101 N 13TH 3101 ZERO ST 4410/4110 PHOENIX AVE 5501 S 31 8200 ROGER
GRADY		
GRAVETTE		20 N SECOND ST
GURDON		
HAMBURG		309 E POLK
HARRISBURG		101 W JACKSON
HEBER SPRINGS		209 S 5TH 2539 HIGHWAY 25 NORTH
HELENA		1501 SPRINGDALE 501 FRANKLIN 6 TH & PLAZA
HICKORY RIDGE		
HINDSVILLE		

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

ARKANSAS
PAGE 3
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
HOPE		1901 W AVE A 320 S MAIN
HOT SPRINGS		101 QUAPAW 204 LACEY 220 PROSPECT 917 AIRPORT RD 100 MONTEZ WAY
HUGHES		31 MAPLE
JACKSONVILLE		
JESSIEVILLE		359 BAILEY RD
JONESBORO		723 S CHURCH 927 PARKER RD
LAKE VILLAGE		219 N COKLEY
LITTLE ROCK		200 ROSEMARY 2401 TAYLOR 4415 ALMA 101 WEST F ST 10303 STAGECOACH 11001 W MARKHAM 11003 W MARKHAM 11005 W MARKHAM 1111 W CAPITOL 120 W 8TH/715 LOUISIANA 15 SMALLING RD 208 HILLCREST 515 W PERSHING/700 W 29TH 523 N ELM RM 100 5805 W 65TH 6510 WOODSON RD 705 W 29 TH 200 E HILLCREST 517 N ELM

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

ARKANSAS
PAGE 4
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
LONOKE		211 VASSER LN
MAGNOLIA		500 N WASHINGTON
MALVERN		122 PATE ST 935 LOCUST
MARIANNA		49 S CHURCH
MCGEHEE		1001 W HOLLY 300 N 3RD
MENA		601 PORT ARTHUR
MONTICELLO		131 GREENFIELD DR 316 N CHURCH
MORRILTON		208 S CHESTNUT
NASHVILLE		301 W HOWARD
NEWARK		200 OAK ST
NEWPORT		121 S POPLAR
OSCEOLA		115 S ELM
PARAGOULD		301 W MONROE RD 117 N 3RD
PARKIN		
PINE BLUFF		619 OAK 3211 CATALPA 621 OAK 720 S BEECH
PORTLAND		
ROGERS		700 W WALNUT 130 KELLY RD

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

ARKANSAS
PAGE 5
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
RUSSELLVILLE		
SEARCY		923 E BEEBE-CAPPS EXPRESSWAY 200 N OAK
SMACKOVER		
SPRINGDALE		700 W MEADOW 701 W EMMA
STAMPS		
STEPHENS		
STRONG		FIRST ST
VAN BUREN		22 N 11TH
WALNUT RIDGE		215 W PINE 401 S LARKSPUR
WARREN		100 S CHESTNUT
WEST MEMPHIS		117 W OLIVER
WILSON		
WYNNE		710 E UNION

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

KANSAS
PAGE 1
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
ABILINE		420 N CEDAR
ANTHONY		224 W STEADMAN 665 S ANDOVER RD
ARKANSAS CITY		325 S A
ATCHISON		710 SANTA FE
ATWOOD		513 STATE
BELLEVILLE		2205 M ST
BELOIT		214 E 2ND
BLUE RAPIDS		SIXTH AND TRAIN
BUCKLIN		
CANEY		113 S STATE
CHANUTE		20 S STEUBEN 617 S FOREST 918 BRIDGE
CHASE		
CHENEY		325 GARFIELD
CHERRYVALE		200 E MAIN
CLAY CENTER		822 SIXTH
COFFEYVILLE		1306 ELM 214 W 10TH
COLBY		280 E 5TH 1080 GOLDEN AVE
COLDWATER		303 N CENTRAL
CONCORDIA		1004 BROADWAY

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

KANSAS
PAGE 2
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
COTTONWOOD FALLS		
DESOTO		
DODGE CITY		208 GUNSMOKE 702 MILITARY 704 MILITARY
EL DORADO		140 N STAR 207 W CARR
ELLSWORTH		209 N KANSAS
EMPORIA		28 W 8TH 2905 BELAIRE
ERIE		
EUREKA		619 N ELM
FORT SCOTT		RT 5 INDUSTRIAL PARK 23 W 1ST
GARDEN CITY		103 N 11TH 104 N 12TH 407 N 7TH 809 W MARY
GOODARD (SEE WICHITA)		
GOODLAND		1209 MAIN STREET 109 E 10TH
GREAT BEND		1300 STONE R.R. 1, BOX 183A
GREENSBURG		133 E FLORIDA
HALSTEAD		
HARPER		222 E MAIN

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

KANSAS
PAGE 3
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
HAYS		126 W 11TH
HERINGTON		1 NORTH A
HOWARD		203 S WABASH
HOXIE		917 TRAIL
HUTCHINSON		101 E 2ND 2519 E 17TH
INDEPENDENCE		200 E MAPLE 521 W RAILROAD
IOLA		222 S SYCAMORE
KANSAS CITY, KS	JOHNSON COUNTY - NORTH	10636 LACKMAN RD 13201 W 103RD 5400 FOXRIDGE 5944 BROADMOOR 5960 DEARBORN 6134 PFLUMM 7400 JOHNSON DR 9532 PFLUMM 9820 ALDEN
	JOHNSON COUNTY - SOUTH	9000 SANTA FE 9444 NALL 1904 E SPRUCE 114 N WATER 15405 S KEELER 8686 COLLEGE BLVD 11089 CEDAR PARKWAY 14931 S METCALF 14969 S METCALF 11705 W 83RD TERR

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

KANSAS
PAGE 4
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
KANSAS CITY, KS (Continued)	WYANDOTTE COUNTY	1911 N 138TH 1920 FOXRIDGE DR 6425 PARALLEL 8037 PARALLEL 901 N 10TH 163 N NETTLETON
KANSAS CITY, MO	DOWNTOWN	1101 MCGEE 1123 CLEVELAND 1425 OAK 500 E 8TH 505 E 14TH 624 WHITE 801 E 10TH 901 E 24TH TERR
	EAST	1210 S M 291 14250 EAST 32ND 15400 E TRUMAN RD 16880 E 40 HWY 19104 BUNDSCHU 201 N SPRING 202 E 3RD 215 N SPRING 2301 SAVAGE 300 S 15TH 4600 S KENDALL RD 5533 RAYTOWN RD 5828 MAYWOOD 6001 FRONT ST 6311 DERAMUS
	MIDTOWN	107 E 39TH 3901 MONTGALL 6213 HOLMES
	NORTH	100 BARRY RD 1237 HOWELL 134 N GALLATIN 140 N GALLATIN 5112 ANTIOCH 6209 BELL RD 6407 ROANRIDGE 6912 N OAK

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

KANSAS
PAGE 5
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
KANSAS CITY, MO (Continued)	SOUTH	11021 HOLMES 5903 RED BRIDGE RD 612 WALNUT 1011 E 65TH 1013 E 65TH 1017 E 65TH 801 E 101ST TERR
KINGMAN		430 N MAIN
KINSLEY		716 NILES
LACROSSE		EAST HIGHWAY 4
LARNED		802 BROADWAY
LAWRENCE		547 E 19TH 734 VERMONT
LEAVENWORTH/LANSING		4501 BREWER PLACE 615 SHAWNEE
LIBERAL		20 E 4TH 418 N OKLAHOMA
LINCOLN		131 W LINCOLN
LINDSBORG		118 E LINCOLN
LYONS		222 EAST AVE
MANHATTAN		1640 FAIRCHILD 2620 AMHERST
MANKATO		212 N COMMERCIAL
MARION		704 LAWRENCE
MARYSVILLE		901 ELM
MCPHERSON		200 N ASH 210 N MULBERRY

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

KANSAS
PAGE 6
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
MEADE		114 N SPRING LAKE
MEDICINE LODGE		200 W 1ST
MINNEAPOLIS		203 N 2ND
NEODESHA		203 N 4TH
NEWTON		103 ELM 131 W 5TH
NORTON		206 E LINCOLN
OAKLEY		
OBERLIN		125 E HALL
OTTAWA		205 W 17TH
PAOLA		110 N PEARL
PARSONS		1631 WASHINGTON 5015 W MAIN
PEABODY		704 N WALNUT
PHILLIPSBURG		505 FOURTH
PITTSBURG		611 N LOCUST
PLAINVILLE		313 W MILL
PRATT		501 S NINNESCAH 810 IUKA
SABETHA		904 VIRGINIA
SALINA		137 S 7TH 409 E PRESCOTT

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

KANSAS
PAGE 7
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
SCOTT CITY		202 MAIN
SEDAN		123 S CHAUTAUQUA
SENECA		410 NEMAHA
SMITH CENTER		216 S MAIN
ST. FRANCIS		221 E WASHINGTON
STAFFORD		
STOCKTON		110 S ASH
SUBLETTE		
TONGANOXIE		
TOPEKA		1825 FAIRLAWN 220 E 6TH 420 W 37TH 812 JACKSON 823 QUINCY 305 OAKLEY 4100 SW MARTIN DR
WASHINGTON		150 E 3RD
WELLINGTON		221 N F STREET
WICHITA	DOWNTOWN	153 N TOPEKA 154 N BROADWAY 301 N TOPEKA
	SUBURBAN	10329 W CENTRAL

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

KANSAS
PAGE 8
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
WICHITA (Continued)	SUBURBAN	1156 STATE 118 S OLIVER 1401 E 47TH SOUTH 1834 S LONGFELLOW 341 N WEST 3917 N ARKANSAS 2929 S MINNEAPOLIS 3920 N ARKANSAS 400 E 47TH SOUTH 4611 E 61ST NORTH 4820 E LINCOLN 1822 S LONGFELLOW
WINFIELD		501 MARIS 720 MILLINGTON
YATES CENTER		

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

MISSOURI
PAGE 1
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
ADRIAN		230 E MAIN
ADVANCE		WHITEWELL AVENUE
ANTONIO		5632 HIGHWAY 21
ARBELA		
ASH GROVE		200 N TOWER AVE
BELTON (SEE KANSAS CITY, MO)		
BILLINGS		
BISMARCK		915 CHERRY
BONNE TERRE		
BOONVILLE		804 MAIN ST
BOWLING GREEN		406 W MAIN
BROOKFIELD		223 N LIVINGSTON
CABOOL		
CAMDENTON		107 N FITZGERALD 108 FITZGERALD
CAPE GIRARDEAU		2146 THEMIS 2220 THEMIS 351 SILVER SPRINGS ROAD 800 BROADWAY
CARROLLTON		14 N MONROE
CARTHAGE		225 W 6TH 226 2 5TH
CARUTHERSVILLE		604 HIGHLAND

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

MISSOURI
PAGE 2
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
CEDAR HILL		8610 HIGH STREET
CHAFFEE		411 N MAIN
CHARLESTON		201 N 1ST 206 N MATTHEWS
CHILLICOTHE		26 THIRD ST 501 CHERRY
COLUMBIA		191 N RANGELINE RD
DESOTO		120 W PRATT
DEXTER		32 S LOCUST
EAST PRARIE		PO BOX 278
EDINA		SECOND & MONTICELLO
ELDON		717 LINDA LN N LINDA LN 4 S OAK STREET 324 UE DRIVE
ELSBERRY		306 DUBOIS
EXCELSIOR SPRINGS		107 N INDUSTRIAL PK 216 E BROADWAY
FAIR GROVE		174 S MAIN ST
FARMINGTON		2005 PROGRESS DR 201 S JEFFERSON
FAYETTE		ELM & MAIN
FESTUS/CRYSTAL CITY		1009 AIRPORT RD 120 N SECOND ST 122 N SECOND ST

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

MISSOURI
PAGE 3
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
FLAT RIVER		222 W MAIN
FREDERICKTOWN		122 BUFORD BLVD
FULTON		702 MARKET
GLADSTONE (SEE KANSAS CITY, MO)		
GLASGOW		SECOND & COMMERCE
GRANDVIEW (SEE KANSAS CITY, MO)		
GRAVOIS MILLS		RT 3, BOX 550 (LAKE RD. 5-35)
GRAY SUMMIT		HWY 100
HANNIBAL		820 BROADWAY
HARRISONVILLE		
HAYTI		
HERCULANEUM/PEVELY		HWY 61 67
HIGH RIDGE		2932 HIGH RIDGE
HILLSBORO		133 HICKORY ST
IMPERIAL		1022 MAIN ST
INDEPENDENCE (SEE KANSAS CITY, MO)		
IRONTON		
JACKSON		106 S OHIO
JEFFERSON CITY		
JOPLIN		1012 W 4TH 2406 RANGELINE 321 W 8TH

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

MISSOURI
PAGE 4
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
KANSAS CITY, KS	JOHNSON COUNTY - NORTH	10636 LACKMAN RD 13201 W 103 RD 5400 FOXRIDGE 5944 BROADMOOR 5960 DEARBORN 6134 PFLUMM 7400 JOHNSON DR 9532 PFLUMM 9820 ALDEN
	JOHNSON COUNTY - SOUTH	9000 SANTA FE 9444 NALL 1904 E SPRUCE 114 N WATER 15405 S KEELER 8686 COLLEGE BLVD 11089 CEDAR PARKWAY 14931 S METCALF 14969 S METCALF 11705 W 83RD TERR
KANSAS CITY, MO	WYANDOTTE COUNTY	1911 N 138TH 1920 FOXRIDGE DR 6425 PARALLEL 8037 PARALLEL 901 N 10TH 163 N NETTLETON
	DOWNTOWN	1101 MCGEE 1123 CLEVELAND 1425 OAK 500 E 8TH 505 E 14TH 624 WHITE 801 E 10TH 901 E 24TH TERR
	EAST	1210 S M 291 14250 EAST 32ND 15400 E TRUMAN RD 16880 E 40 HWY 19104 BUNDSCHU 201 N SPRING 202 E 3RD 215 N SPRING

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

MISSOURI
PAGE 5
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
KANSAS CITY, MO (Continued)	EAST	2301 SAVAGE 300 S 15TH 4600 S KENDALL RD 5533 RAYTOWN RD 5828 MAYWOOD 6001 FRONT ST 6311 DERAMUS
	MIDTOWN	107 E 39TH 3901 MONTGALL 6213 HOLMES
	NORTH	100 BARRY RD 1237 HOWELL 134 N GALLATIN 140 N GALLATIN 5112 ANTIOCH 6209 BELL RD 6407 ROANRIDGE 6912 N OAK
	SOUTH	11021 HOLMES 5903 RED BRIDGE RD 612 WALNUT 1011 E 65TH 1013 E 65TH 1017 E 65 TH 801 E 101ST TERR
KENNETT		208 COLLEGE
KIRKSVILLE		BOX 1 NORTHTOWN RD 216 E WASHINGTON
KNOB NOSTER		119 N STATE ST
LAKE OZARK/OSAGE BEACH		HWY 54 & MCFLD RD RT 3 CDO UN ELECT DR LK OZ

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

MISSOURI
PAGE 6
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
LAMAR		1002 W CHERRY STREET
LANCASTER		100 W WASHINGTON
LEES SUMMIT (SEE KANSAS CITY, MO)		
LIBERTY (SEE KANSAS CITY, MO)		
LINN		THIRD ST
LOCKWOOD		
LOUISIANA		BOX 337 310 S CAROLINA
MALDEN		105 W HOWARD
MANSFIELD		
MARBLE HILL		314 WATER ST
MARCELINE		110 W HOWELL
MARIONVILLE		102 S CENTRAL
MARSHALL		210 E ARROW
MARYVILLE		
MEXICO		201 E PROMENADE
MOBERLY		225 W COATES 334 N WILLIAMS
MONETT		511 E CALE
MONTGOMERY CITY		228 E 3RD

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

MISSOURI
PAGE 7
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
NEOSHO		220 N JEFFERSON
NEVADA		319 W WALNUT 1002 W CHERRY
NEW MADRID		510 MAIN
NIXA		111 WATER ST 245 E LINDBERG RD
ORAN		
PACIFIC		117 E UNION
PARK HILLS (SEE FLAT RIVER)		
PARKVILLE (SEE KANSAS CITY, MO)		
PERRYVILLE		119 W ST JOSEPH
POPLAR BLUFF		600 PARK 600 PINE 601 VINE
PORTAGE DES SIOUX		
PORTAGEVILLE		201 E THIRD
PUXICO		HARBIN AVE
QULIN		4TH STREET
RAYTOWN (SEE KANSAS CITY, MO)		
REPUBLIC		403 N PINE
RICHMOND		220 S COLLEGE
ROGERSVILLE		W MAIN ST 104 W MILL ST
ROLLA		1207 ELM

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

MISSOURI
PAGE 8
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
SCOTT CITY		200 MISSOURI BLVD
SEDALIA		190 INDUSTRIAL DR 220 E 5TH
SENATH		115 S MAIN
SIKESTON		121 E CENTER 495 DAVIS BLVD
SLATER		226 N ELM
SMITHVILLE		601 S COMMERCIAL
SPRINGFIELD		1911 E FLORIDA 3028 S FREMONT 510 E MCDANIEL 5056 N SUMMIT 600 ST LOUIS 620 N FREMONT 5226 FARM RD 159 314 S KIMBROUGH
ST CLAIR		670 RIDGE RD
ST JOSEPH		1202 S 16TH 1601 BUCHANNAN 219 ILLINOIS 320 N 10TH 925 JULES
ST LOUIS	CLAYTON	7216 LANHAM
	DOWNTOWN	ONE BELL CENTER 100 N TUCKER 1010 PINE 801 CHESTNUT

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

MISSOURI
PAGE 9
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
ST LOUIS (Continued)	MIDTOWN	1901 CHOUTEAU 2218 LOCUST 2651 OLIVE 3810 WASHINGTON 4250 DUNCAN 5189 DELMAR 5344 EUCLID 6214 DELMAR 6668 VERNON 9315 OLIVE 10850 BAUR RD 9316 OLIVE
	NORTH CITY	3710 HAMILTON
	NORTH COUNTY	10024 DUKE DR 12397 ST CHAS RK RD 1390 FERGUSON 175 HARRISON 1971 PARKER RD 330 N FLORISSANT 3501 WOODSON 505 MCDONNELL BLVD 707 ST JOSEPH 9410 BALTIMORE 9500 NATURAL BRIDGE 125 CORPORATE OFFICE DR 4349 WOODSON
	SOUTH CITY	2317 S GRAND 2340 59TH STREET 3619 INDIANA 4676 LANSDOWNE 5410 JANUARY 6814 SOUTHWEST
	SOUTH COUNTY	115 W ADAMS 11640 GRAVOIS 164 CRESTWOOD PLAZA 1679 BIG BILL ROAD 200 MAIN 201 SHERIDAN 211 GRAVOIS 250 E MADISON 4321 LEMAY FERRY RD

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

MISSOURI
PAGE 10
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
ST. LOUIS (Continued)	SOUTH COUNTY	5 W LOCKWOOD 9816 REAVIS RD 12399 GRAVOIS 5320 LEMAY FERRY 6312 S LINDBERGH 1001 S KIRKWOOD RD
	ST CHARLES	2715 HWY 70 402 N 3 RD 6356 WELDON SPRINGS
	HARVESTER	111 TOELLE
	WEST COUNTY	111 NEW BALLWIN RD 12930 OLIVE ST RD 1298 FEE FEE 135 N LINDBERGH 14780 MANCHESTER RD 1610 DES PERES 17211 OLD MANCHESTER 320 N VIRGINIA 324 FOREST AVE 12851 MANCHESTER RD 16752 WILDHORSE CREEK RD
STANBERRY		
STE GENEVIEVE		150 MARKET
STRAFFORD		124 S WASHINGTON
SULLIVAN		
SUNRISE BEACH (SEE GRAVOIS MILLS)		
TRENTON		910 WASHINGTON
UNION		313 FRANKLIN 507 E MAIN
VAN BUREN		
VERSAILLES		106 N FISHER
VIENNA		FOURTH & MILL

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

MISSOURI
PAGE 11
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
WASHINGTON		404 N OAK
WEBB CITY		1 S LIBERTY
WELLSVILLE		108 W BATES
WENTZVILLE		
WILLARD		202 S MAIN

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

OKLAHOMA
PAGE 1
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
ADA		110 W 14TH 230 E 9TH
AFTON		110 S. LOCUST
ALTUS		220 N HUDSON 401 S SPURGEON
ALVA		602 CHURCH
ANADARKO		230 W OKLAHOMA
ANTLERS		221 N HIGH
ARDMORE		1002 3RD NW 126 C STREET NW 209 K NW
ATOKA		1309 S PENN 200 S PENN
BARTLESVILLE		119 E 6TH 3116 E TUXEDO
BILLINGS		
BINGER		
BLACKWELL		105 N 2ND
BRISTOW		139 W 6TH
CACHE		
CHANDLER		120 E 9TH
CHELSEA		244 W 6TH ST
CHEROKEE		
CHICKASHA		420 N 6TH 528 KANSAS

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

OKLAHOMA
PAGE 2
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
CLAREMORE		313 W PATTI PAGE 421 MISSOURI
CLEVELAND		108 E DELAWARE
CLINTON		820 AVANT
COALGATE		105 QUEEN ST
COLLINSVILLE		1212 W BROADWAY
CORDELL		118 N COLLEGE BOX 358
CUSHING		101 N SEAY 401 E BROADWAY
DAVIS		106 S 3RD
DRUMRIGHT		112 N PENN
DUNCAN		201 S 8TH 505 S 7TH
DURANT		205 N 6TH
EDMOND (SEE OKLAHOMA CITY, OKCY 2)		
EL RENO		319 S ROCK ISLAND
ELDORADO		
ELK CITY		515 W BROADWAY
ENID		102 N ADAMS 317 E MAPLE 304 E RANDOLPH
EUFAULA		200 S 2ND
FAIRVIEW		211 E BROADWAY
FT COBB		303 S 3RD

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

OKLAHOMA
PAGE 3
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
FT GIBSON		201 N LEE 110 E 1ST
GROVE		202 S BROADWAY
GUTHRIE		111 E NOBLE 319 W HARRISON
HARRAH		
HARTSHORNE		639 LEHIGH
HEALDTON		21 S 3RD
HENRYETTA		114 S 6TH
HOBART		211 S MAIN
HOLDENVILLE		201 N GULF
HOOKER		
HUGO		215 E KIRK
IDABEL		6 S E WASHINGTON 900 LYNN LN
JENKS		122 S 2 ND STREET
KETCHUM		125 ONE HALF S MAIN
KINGSTON		4 N HARVEY
KONAWA		101 S DIVISION
LAWTON		1308 SW 82 1702 S GORE 6725 N W ATLANTA 7 SW 17TH 602 C AVE
MADILL		111 S 3RD AVE

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

OKLAHOMA
PAGE 4
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
MANGUM		402 W PIERCE
MARIETTA		501 W BROADWAY
MARLOW		309 W KIOWA 500 N 1ST
MCALESTER		1580 E GENE STIPE BL 332 E CARL ALBERT PK
MEDFORD		
MIAMI		105 W CENTRAL 11 D N E
MINCO		114 W MAIN 116 MAIN
MULDROW		104 W CHURCH
MUSKOGEE		221 N 5TH 403 N CHEROKEE
NEWKIRK		107 N MAPLE
NOBLE		100 SECOND ST
NORMAN (SEE OKLAHOMA CITY, OKCY 5)		
NOWATA		137 S MAPLE
OKEMAH		123 S 4TH
OKLAHOMA CITY	OK CY 1	15 S 5TH, YKN 2205 N ROCKWELL, BTY 2207 N ROCKWELL, BTY 221 N ROCKWELL 2301 N OLIE 2929 NW 39TH 3709 NW 23 RD

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

OKLAHOMA
PAGE 5
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
OKLAHOMA CITY (Continued)	OK CY 1	7000 NORTH WESTERN 7001 NW 23RD, BTY 8200 NORTH ROCKWELL 927 NW 69TH 9615 N ROCKWELL
	OK CY 2	11 ONE HALF NE 6TH 12300 N SANTA FE AVE 14 E 1ST, EDM 600 E CALIFORNIA 2002 NICHOLS DR 2220 N MISSOURI 32 W 9TH, EDM 3730 N STILES 607 N MILLER 7 NE 6TH 9204 N EASTERN 9300 N EASERN, BRTTN
	OK CY 3	111 DEAN A MCGEE AV 121 DEAN A MCGEE AV 405 N BROADWAY 800 N HARVEY
	OK CY 4	1025 MUSTANG RD, MUS 1620 SW 119 2831 SW 43RD 2845 SW 43RD 401 SW 134TH, MOR 6100 S WALKER 636 SW 31 6713 S DUDLEY, WHTLND 408 W BOND, TUTTLE
	OK CY 5	101 S WEBSTER, NRM 1333 W MAIN, NRM 300 S BROADWAY, MOR 3101 SE 29TH 431 W HUGHBERT, NRM 5304 SE 15TH 801 N CANDIAN TRAILS, NRM

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

OKLAHOMA
PAGE 6
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
OKLAHOMA CITY (Continued)	OK CY 5	702 E RICKENBACKER, MWC 715 SE 59TH 719 SE 59TH, MOR
OKMULGEE		212 W 7TH
PAULS VALLEY		300 S WALNUT
PAWHUSKA		221 E MAIN
PAWNEE		624 6TH
PERRY		729 DELAWARE
PONCA CITY		115 E CHESTNUT 200 E BROOKFIELD AVE
PRYOR		20 S VANN
RUSH SPRINGS		108 N 2ND
SALLISAW		116 E CHOCTAW 211 N ADAMS
SAYRE		301 N 4TH
SEMINOLE		115 E EVANS 7 JEFFERSON
SHAWNEE		309 N POTTENGER 521 N BROADWAY
SKIATOOK		115 E ROGERS
SPIRO		113 SW 3RD
STIGLER		201 N BROADWAY

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

OKLAHOMA
PAGE 7
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
STILLWATER		516 S MAIN 519 S HUSBAND 616 E 12TH
STRATFORD		331 E MAIN
STROUD		
TAHLEQUAH		1002 S COLLEGE 210 N MUSKOGEE
TALIHINA		403 EMMERT ST
TISHOMINGO		107 N NESHOPA
TONKAWA		109 N MAIN
TULSA	TULSA 1	118 N MAIN, SAP 122 S 2ND, JENKS 217 N GARFIELD, SSP 221 N GARFIELD, SSP 2512 W 41ST PL 302 S MAIN, SAP 5480 N PEORIA 5720 N CINCINNATI
	TULSA 2	1 S MAIN, OWASSO 14506 E ADMIRAL PL 14540 E ADMIRAL PL 1504 N 105TH E AV 223 S CHEROKEE, CTS 6220 E TECUMSEH 6605 E ADMIRAL PL
	TULSA 3	1114 E 2ND 321 E 6TH 509 S DETROIT 510 S ELGIN

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

OKLAHOMA
PAGE 8
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
	TULSA 4	3322 E 28TH 3601 S LEWIS 5303 E 71ST 5305 E 71ST 8180 S HARVARD 7050 S YALE
	TULSA 5	8321 E 41ST
VINITA		123 S SCRAPER
WALTERS		139 W CALIFORNIA
WAURIKA		304 E D
WEATHERFORD		201 W THOMAS STAFFRD
WELEETKA		
WESTVILLE		121 W DELAWARE
WETUMKA		117 W 8TH
WEWOKA		208 E 1ST
WILBURTON		206 E BLAIR
WILSON		
WOODWARD		1201 ELEVENTH ST
WYNNEWOOD		207 E CHEROKEE
YALE		115 E BOSTON

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

DALLAS/FT. WORTH
PAGE 1
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE/.CITY</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
ALLEN		507 W MAIN ST 2301 RIDGEVIEW
ALVARADO		
ATLANTA		203 W MILLER 210 W MILLER
AUBREY		
BOWIE		310 W TARRANT
BRECKENRIDGE		200 W ELM 218 N BRECKENRIDGE
BURKBURNETT		
CARTHAGE		103 S MAPLE 317 W SABINE
CELINA		402 2ND ST
CHILDRESS		
CISCO		311 AVENUE B N W 608 AVENUE E
CLEBURNE		111 N ROBINSON 405 COLEMAN
CORSICANA		201 E 12TH 212 N 13TH
DALLAS	DOWNTOWN	1 BELL PLZ/208 S AKR 1112 PETERS ST 1216 DOLTON 1801 KELLY ST 2 BELL PLZ/211 S AKR 200 W 9TH 214 W 9TH ST 2400 ROSS AV 2424 S GOOD LATIMER 2621 S HARWOOD 3 BELL PLZ/308 S AKR 3901 BRYAN 4 BELL PLZ/311 S AKR 4100 BRYAN 1412 MAIN

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

DALLAS/FT. WORTH
PAGE 2
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE/.CITY</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
DALLAS (Continued)	DOWNTOWN	4211 BRYAN 4211 IRVING AV 4223 IRVING AV 5 BEL PLZ/301 S AKR
	EAST	10030 CAYUGA ST 106 E ADKINS 11429 RAVENVUE 11910 SHILOH RD 1255 TAVAROS 1446 CONNER 180 N PLEASANT 1818 S WOODY RD 2943 OATES DR 321 W KIMBROUGH-MESQ 335 COLLINS RD 4101 SCOTTSDALE 730 DALWORTH-MESQ 7611 MILITARY PKWY 8120 ELAM RD
	NORTH	1430 EMPIRE CENTRAL 1440 EMPIRE CENTRAL 13900 MIDWAY RD 15600 MIDWAY RD 1801 VALLEY VIEW 8200 BROOKRIVER DR 11049 SHADY TRAIL 12900 COIT RD 13303 DENTON DR - FBR 1500 PRESTON FOR SQ 1621 RECORD CRSNG 17451 DALLS PKWY - ADD 2254 VALDINA 2335 JETT ST - FBR 2910 LOMBARDY 4355 BELTWD PLWY - FBR 4650 SIMONTON - FBR 5820 ALPHA RD 8333 LEMMON AV 8643 HILLCREST 5909 HARRY HINES BLVD 14012 WELCH RD FB 1460 ROUND TABLE

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

DALLAS/FT. WORTH
PAGE 3
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
DALLAS (Continued)	NORTHEAST	1651 N COLLINS - RICH 2180 GLENVILLE - RICH 7101 TWIN HILLS AVE 10777 SANDHILL RD 1130 BEACHVIEW 1862 FIRMAN-RICH 200 E TYLER - RICH 275 N GREENVILLE - RICH 2200 GREENVILLE - RICH 300 GREENVILLE - RICH 6758 TWIN HILLS 9920 AUDELIA ST 1410 E RENNER RD 15660 DALLAS PKWY 2301 RIDGEVIEW – PLANO 1701 ALMA DR – PLANO 17330 PRESTON RD 1125 E CAMPBELL RD 2600 N CENTRAL EXPWY 2701 N CENTRAL EXPWY 2703 N CENTRAL EXPWY
	SOUTH	601 W BELTLINE 610 E PLEASANT RUN 1325 CORNELL RD - LANC 2007 ANN ARBOR 250 SHORT 3136 DANIELDALE 801 S HAMPTON 9400 BLUE CREST RD 115 N MAIN – HUTCHINS 9110 AUTOBAHN
	WEST	1423 SMALL ST - GRPR 200 S HASTINGS - DUNC 2015 ROYAL LN 2205 S COCKRELL HILL 2400 S WESTMORELAND 2513 SHERMAN ST - GRPR 2522 109TH ST - GRPR 2725 114TH - GRPR 601 DICKEY RD - GRPR 625 E ROYAL LAN - IRV 710 MERCURY – DUNC

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

DALLAS/FT. WORTH
PAGE 4
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
DALLAS (Continued)	WEST	1440 EMPIRE CENTRAL 1216 DOLTON 6000 LAS COLINAS BLVD 1341 W MOCKINGBIRD 4331 COMMUNICATIONS 760 W MOCKINGBIRD 6301 NEW COLWELL - IRV
DENISON		3120 POTTSBORO RD 600 W CRAWFORD
DENTON		
EASTLAND		110 DAUGHERTY
ENNIS		208 CROCKETT
FARMERSVILLE		
FORT WORTH	ARLINGTON	1015 HARRISON ST 216 SMITH 1600 E PIONEER PKWY 2401 E RANDOL MILL 312 W ABRAMS 400 W SOUTH 4801 MATLOCK RD 829 W MAYFIELD RD 2916 KRAFT 611 RYAN PLAZA 2201 E LAMAR BLVD
	DOWNTOWN	1116 HOUSTON ST
	MID CITIES	108 ROSS - EULESS 1001 PAMELA 1240 PARK PL - HURST 13845 FAA ROAD 15100 FAA BLVD 300 HIMES - EULESS 3413 BOOTH CALLWY - RH 6636 WATAUGA 7212 LATHAM - RH 7537 JACK NEWELL
<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK LOCATION</u>

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

DALLAS/FT. WORTH
PAGE 5
DETAIL LISTING OF LOCATIONS

FORT WORTH (Continued)	NORTH	4255 AMON CARTER BLVD 5501 ALLIANCE GATEWAY 3960 SANDSHELL 314 RUSK - ROANOKE 1128 EAGLE DR 1611 WATUAGA 2362 N E PKWY 2401 CHESTNUT AVE 2820 N BEACH ST 3228 AVE G 3403 LONG ST 7130 BURNS 4700 ALLIANCE FRWY
	SOUTH	2915 S MAIN 1020 COSBY SOUTH 1414 W BOWIE 206 W RENFRO 2201 EDGECLIFF RD 3717 COCKRELL 3901 SW LOOP 820 4420 WEDGMONT CIR SQ 500 CHITWOOD 5825 PRKR HENDERSON 6000 CRAIG 7220 S FREEWAY 308 W PECAN
	WEST	6724 TELEPHONE RD 3309 ALAMEDA 3516 IRENE ST 5400 PERSHING 8228 WHITE SETTLMNT
FRISCO		RT 2 206 FIFTH ST 7000 MAIN, THE COLONY 7010 ELM 1707 WHITT ROAD
GAINESVILLE		203 E BROADWAY 315 N HANCOCK

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

DALLAS/FT. WORTH
PAGE 6
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK LOCATION</u>
GRAHAM		3103 HWY 16 SOUTH 800 CHERRY
GRANBURY		RT 4 CO RD 302 319 W BLUFF 1401 CRAWFORD
GREENVILLE		2702 WESLEY 4301 JACKSON 5001 MOULTON
HENRIETTA		215 S BRIDGE
HONEY GROVE		
ITALY		
JACKSBORO		206 E BELKNAP
JACKSONVILLE		
JEFFERSON		420 POLK ST
JEWETT		
LINDALE		
LONGVIEW		RT 3 BOX 90K MILT CO 105 E NIBLICK 301 MAMON 301 W WHALEY 308 N FEDONIA 814 N 2ND ST 214 E WHALEY
MARSHALL		102 VETERANS AVE 204 E RUSK
MCKINNEY		307 N KENTUCKY 705 E VIRGINIA 909 N KENTUCKY
MIDLOTHIAN		219 N 7TH ST

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

DALLAS/FT. WORTH
PAGE 7
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK LOCATION</u>
MINEOLA		200 N LINE
MINERAL WELLS		1301 S E 6TH ST 200 N E 1ST AV
MT PLEASANT		307 N VAN BUREN 404 E 14TH ST
PARIS		121 SECOND ST N E 1825 SEVENTEENTH NE
PITTSBURG		134 MT PLEASANT
POTTSBORO		
PRINCETON		
QUANAH		310 KING ST
RANGER		215 PINE
RED OAK		109 PIERCE 105 METHODIST
ROANOKE (SEE FT. WORTH)		
ROCKWALL		2000 INDUSTRIAL 406 E KAUFMAN
ROYSE CITY		
SHERMAN		
STRAWN		
TERRELL		1130 S VIRGINIA 1133 VIRGINIA 208 N ROCKWALL
TEXARKANA		

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

DALLAS/FT. WORTH
PAGE 8
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK LOCATION</u>
TYLER		HWY 64 & FARM RD 848 400 RICE ROAD 2521 TELEPHONE RD 3300 W SHAW - TYLER 3314 SSW LOOP 323 3320 W SHAW 611 W ELM
VERNON		2121 PARADISE
WAXAHACHIE		115 LUCAS ST 306 N RODGERS 315 N COLLEGE
WEATHERFORD		207 SAMUEL 117 W COLUMBIA 313 S WACO
WICHITA FALLS		1406 S WIND 1810 HOLIDAY 3145 AIRPORT DR 3411 MCNEIL 4010 CALLFIELD 4900 LAKE ROAD 812 NINTH 109 W BANK
WILLS POINT		221 N 5TH
WOLFE CITY		100 MILL ST

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

HOUSTON & SOUTHEAST TEXAS
PAGE 1
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
ALVIN		209 S HARDIE 2300 MUSTANG RD
ANGLETON		140 W ORANGE 140 A W ORANGE
BAY CITY		2309 AV H 2601 AV K
BEAUMONT		1125 LINDBERG 220 MAIN 3429 CONCORD 4310 SINGLETON RD 5195 SHELLEY DR 5250 WASHINGTON 555 MAIN 5965 HIGHWAY 105 8345 MCLEAN 5480 WASHINGTON 4830 LAFIN DRIVE
BELLVILLE		104 W LUHN
BRENHAM		206 N BAYLOR 600 KEY ST
BRIDGE CITY		165 W ROUND BUNCH
BRYAN		
BUNA		OLD BEAUMONT HWY 96
CENTER		HWY 96 SOUTH RT 5 BOX 68 HWY 96S 122 CORA
CLEVELAND		209 E CROCKETT
CLUTE/LAKE JACKSON		105 PARKING WAY 109 N SHANKS 112 WESTWAY
COLUMBUS		1215 AUSTIN 1219 AUSTIN

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

HOUSTON & SOUTHEAST TEXAS
PAGE 2
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
CORRIGAN		114 W BEN FRANKLIN
DAYTON		202 N WINFREE 209 DEPOT
DEWEYVILLE		
DICKINSON		
EAGLE LAKE		302 W MAIN
EL CAMPO		207 FAHRENTHOLD 2401 W LOOP
FANNETT		HWY 365 & MAHON RD
FREEPORT		1021 W BROAD 1911 BRAZOSPORT
GALVESTON		1224 FORTY-THIRD 2102 FIFTY-NINTH ST 822 ROSENBERG
HEARNE		202 SECOND ST
HEMPSTEAD		835 NEW ORLEANS 9TH & NEW ORLEANS
HOUSTON	SECTOR 1	1114 TEXAS AV 1121 CAPITOL 1200 CLAY 1308 RICHMOND 1310 RICHMOND 1407 JEFFERSON 3333 CHAPMAN 4215 MANDELL 7380 FANNIN
	SECTOR 2	10201 JOHN RALSTON 10908 SHELDON RD 1245 DWIGHT 13718 LAREDO 204 SHELDON RD

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

HOUSTON & SOUTHEAST TEXAS
PAGE 3
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
HOUSTON (Continued)	SECTOR 2	510 CROWN 7520 TIDWELL 8733 HOMESTEAD 9155 WALLISVILLE 9230 WALLISVILLE
	SECTOR 3	1031 LEE 106 EDGEWOOD AV 1102 SECOND ST 12603 CONKLIN LN 1607 PRESTON RD 1902 RED BLUFF 207 S MUNGER 2110 N HOUSTON AV 3807 BELTWAY 8 418 CENTER 502 W POLK 510 ARKANSAS 623 ELDORADO 8220 OLD GALVESTON
	SECTOR 4	11007 FORBES 11510 CULLEN 13806 ALMEDA SCHOOL 2922 PLUM CREEK 3247 YELLOWSTONE 2032 MANSARD 5818 ESKRIDGE 6745 HARRISBURG 7023 DEL BELLO 7111 CAPITOL 7347 JOPLIN 7402 ALMEDA GENOA 7406 ALMEDA GENOA 8301 JUTLAND 8411 KNIGHT RD 8315 KNIGHT RD
	SECTOR 5	11342 RICECREST 14555 FONMEADOW 4068 BELLAIRE 5011 TERMINAL

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

HOUSTON & SOUTHEAST TEXAS
PAGE 4
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
HOUSTON (Continued)	SECTOR 5	5126 ASHBROOK 6050 JESSAMINE 6302 MCHARD 6500 LOOP L10 SOUTH 6707 ACADEMY 6750 WEST LOOP SOUTH 8803 BRAE ACRES
	SECTOR 6	10052 HARWIN 12650 BRIAR FOREST 14575 PRESIDIO SQ 16715 FM 529 2101 DAIRY ASHFORD 214 RENNIE 2538 FONDREN 3011 CROSSVIEW 3740 JEANETTA 5730 BINTLIFF 7103 BANEWAY 9051 PARK WEST 9304 KIRKWOOD 9000 PARKWEST
	SECTOR 7	1015 BADE 1123 STUDEMONT 1433 DIAN 1515 WITTE 1714 ASHLAND 2310 WEST LANE 2525 N LOOP WEST 2602 KARBACK 3303 WESLAYAN 3330 BERRY RD 3839 W ALABAMA 4112 MANGUM 409 W CROSSTIMBERS 415 W CROSSTIMBERS 710 BERRY 750 HEIGHTS BLVD 9216 OLD KATY RD 10555 NW FREEWAY 3900 DACOMA 9525 KATY FRWY

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

HOUSTON & SOUTHEAST TEXAS
PAGE 5
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
HOUSTON (Continued)	SECTOR 8	10814 WOODEDGE 11239 JONES RD 11515 CHARLES 11630 HARTLEY 11755 CONNER ST 11930 AIRLINE 1210 BLUEBELL 1214 BLUEBELL 12835 VET MEMORIAL D 11710 CHARLES 15911 MORALES 11433 CHARLES 4202 W GREENS RD
		14101 ASTON 151 NORTHPOINT 16101 WAVERLY 3920 FM 1960 W 3925 CAMPBELL 5252 HOLLISTER 5300 HOLLISTER 939 WEST GREENS RD
	SECTOR 9	13526 SKINNER RD 18407 ALDINE WESTFLD 2212 DWYER RD 35439 F M 149
HUNTSVILLE		1014 THIRTEENTH ST 1426 WINDSOR
JASPER		231 E MILAM 280 N MANUEL
KIRBYVILLE		106 S KELLEY 306 E LAVIELLE

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

HOUSTON & SOUTHEAST TEXAS
PAGE 6
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
KOUNTZE		
LIBERTY		520 FANNIN
LUFKIN		
LUMBERTON		630 LINDSEY
MADISONVILLE		111 N ELM
MAURICEVILLE		
NACOGDOCHES		1227 E MAIN 227 MIMMS
NEDERLAND/PT NECHES		1036 HELENA 844 NEDERLAND 1032 HELENA
NEW CANEY (SEE SPLENDORA)		
ORANGE		18301 HWY 62 SOUTH 1301 BURTON 704 ELM ST
PORT ARTHUR/GROVES		2928 MAIN 3448 MAIN AV 6001 9TH AV 940 MARSHALL
PORT BOLIVAR		
PRAIRIE VIEW		
RICHMOND/ROSENBERG		1110 LOUISE 3115 AV J 5403 AV N 909 SEVENTH ST
SAN AUGUSTINE		306 S CONGRESS
SEALY		504 FOWLKES 603 FOWLKES 1485 FM 1094

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

HOUSTON & SOUTHEAST TEXAS
PAGE 7
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>	
SILSBEE		1600 N 5TH 210 ERNEST	
SOUR LAKE		ANN & BARKLEY	
SPLENDORA		3 NORTH PINE	
SPRING		114 ROBINSON RD 1522 SPRING CYPRESS 1935 HOLZWARTH 7602 SPRING CYPRESS 7638 SPRING CYPRESS 7606A SPRING CYPRESS	A A A A A A
SPURGER			
TEXAS CITY/LAMARQUE		1002 THIRTY-FOURTH ST 1101 VAUTHIER RD 1400 ROSS 3100 GULF FRWY 622 FIFTH AV N 511 6TH AV N	
TIMPSON			
TOMBALL		212 COMMERCE 602 S CHERRY	A A
VIDOR		175 E BOLIVAR 305 WILSON	
WALLER		1318 SMITH	
WARREN			
WESTBURY			
WHARTON		305 N FULTON 306 N HOUSTON	
WOODVILLE		213 S VILLAGE 403 S MAGNOLIA	

A=Additions

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

CENTRAL & WEST TEXAS AND SOUTH TEXAS
PAGE 1
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
ABILENE		1001 INDUSTRIAL BLVD 2611 POST OAK RD 2626 POST OAK RD 366 CYPRESS 4801 HARTFORD 4802 KIRKMAN 842 S 3RD
ALAMO/PHARR/SAN JUAN		224 S CAGE
ALBANY		225 N WALNUT
ALICE		1104 AIRPORT RD 119 BEXAR 64 N REYNOLDS
ALPINE		302 N 6TH
AMARILLO		113 W 10TH 2815 MAYS 3120 EDDY 3326 S WESTERN 7530 S WASHINGTON 815 S TYLER 1700 E HASTINGS
ANSON		932 ELEVENTH ST
AUSTIN		HWY 71W & HWY 620 101 W FM RD 1626 103 S 1ST 105 W BAGDAD-ROUND ROCK 11220 JOSEPH CLYT DR 11409 N LAMAR 120 W 9TH ST 12213 ROXIE DR 1301 W 5TH 1616 GUADALUPE 16604 NORTH IH 35 2705 EDENS 17810 SCHULTZ LN 1601C FM 1460-ROUND ROCK

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

CENTRAL & WEST TEXAS AND SOUTH TEXAS
PAGE 2
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
AUSTIN (Continued)		201 CUMBERLAND 3201 LONGHORN BL 3615 SILVER DOLLAR 3707 S 2ND 511 SPRINGDALE RD 5204 US HWY 290 W 5501 SPICEWOOD 5607 SPRINGDALE 650 BASTROP HWY 6300 BRIDGEPOINT PKY 712 E HUNTLAND RD 817 N LOOP 819 N LOOP 823 N LOOP 8234 FERGUSON CUTOFF 8900 CIRCLE DR 9005 CULLEN LN STE A 909 COLORADO 9401 ANDERSON MIL RD 5118 BEE CAVES RD 9300 UNITED DRIVE 5408 HWY 290 WEST 5005 E BEN WHITE BLVD 9301 HWY 183 SOUTH
BANDERA		211 E 12TH
BARTLETT		218 W JACKSON
BASTROP		RT 2 BX 226 1107 WATER 3100 LOOP 150 E
BEEVILLE		300 E CORPUS CHRISTI
BELTON		318 N MAIN
BIG SPRING		205 E 4TH 309 BROWN 801 RUNN ELLS
BORGER		528 DEAHL STREET 530 DEAHL STREET
BRACKETVILLE		510 N ANN

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

CENTRAL & WEST TEXAS AND SOUTH TEXAS
PAGE 3
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
BROWNSVILLE		3100 BOCA CHICA 604 GALVESTON RD 701 E WASHINGTON 735 E WASHINGTON 8145 E 14TH ST
CAMERON		302 W 1ST
CANADIAN		504 KINGMAN
CANYON		1608 FIFTH AV 411 THIRD AV
CARRIZO SPRINGS		HWY 83 9TH ST 508 ALAMO
CASTROVILLE		1208 FIORELLA
COLORADO CITY		508 WALNUT
CORPUS CHRISTI		1501 DEMA DR 1744 AIRLINE RD 2902 MCKENZIE RD 406 N CARANCAHUA 411 LANTANA 415 N ALAMEDA 441 SUNBELT 4605 KOSTORYZ 4605 SOUTHWOOD 6901 YORKTOWN 721 CORN PRODUCTS RD
COTULLA		209 TILDEN 306 TILDEN
CRANE		500 S ALFORD
CRYSTAL CITY		123 E NUECES
CUERO		405 N TERRELL
DEL RIO		

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

CENTRAL & WEST TEXAS AND SOUTH TEXAS
PAGE 4
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
DEVINE		211 S UPSON
DONNA		233 S MAIN
EAGLE PASS		416 MONROE
EDCOUCH		
EDINBURG		1811 E F GONZALEZ 201 W MAHL
EDNA		113 W CYPRESS
EL PASO		100 SUNSET 11200 PELLICANO 3101 AURORA 500 TEXAS STREET 5001 HONDO PASS 520 IVEY 6045 GRIEMS CT 7945 PARRAL 821 SOUTHWESTERN 9390 MCCOMBS 1575 N RESLER RD 613 MYRTLE 11258 PELLICANO
ELGIN		205 E 2ND
FLATONIA		PENN AV & 7TH ST 201 N PENN
FLOYDADA		211 W CALIFORNIA
FORT STOCKTON		201 N VALENTINE
FREER		311 S MAIN 313 MAIN ST
GOLDSMITH		
GOLIAD		208 E FRANKLIN
GRUVER		418 CATOR
HALE CENTER		125 W STEVENSON

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

CENTRAL & WEST TEXAS AND SOUTH TEXAS
PAGE 5
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
HALLETTSVILLE		406 E 4TH ST
HAMLIN		115 S W AVE A
HARLINGEN		1210 S 12TH 1401 E OKLAHOMA 401 E VAN BUREN
HEBBRONVILLE		218 W TILLEY
HEREFORD		314 BRADLEY 342 N MILES
HILLSBORO		215 E FRANKLIN
HONDO		1701 AV NORTH
KARNES CITY		117 S MARKET
KENEDY		123 S 2ND ST
KERMIT		201 W CAMPBELL 510 S MULBERRY
KERRVILLE		
KINGSVILLE		330 E KINGS
LAMPASAS		301 E 2ND
LAREDO		1005 KEARNEY 1313 MULLER RD 7100 SAN BERNARDO 902 SAN EDUARDO
LOCKHART		305 SAN ANTONIO 309 W SAN ANTONIO

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

CENTRAL & WEST TEXAS AND SOUTH TEXAS
PAGE 6
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK LOCATION</u>
LOCKNEY		113 W 2ND
LOS FRESNOS		123 E 5TH ST
LUBBOCK		1405 MAIN 1420 BROADWAY 2010 AV R 4001 FRANKFORD 5319 MEMPHIS 711 EAST 44TH ST 8302 AVE P
LULING		516 E CROCKETT
MARFA		130 E TEXAS
MARLIN		375 LIVE OAK
MATHIS		219 N NUECES
MCALLEN		2120 RED BUD 721 BEECH
MCCAMEY		601 EMERSON 623 EMERSON
MCLEAN		215 RAILROAD
MERCEDES		505 S MISSOURI
MERIDIAN		200 BATEMAN
MEXIA		506 E COMMERCE
MIDLAND		100 CNTY RD 1207 SO 102 CNTY RD 1306 HOLIDAY HILL DR 1306 N LOOP 250 W 16 KERRY RD 410 W MISSOURI 9806 WEST I-20

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

CENTRAL & WEST TEXAS AND SOUTH TEXAS
PAGE 7
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK LOCATION</u>
MISSION		2406 N CONWAY 918 MILLER
MONAHANS		110 S ALLEN
NEW BRAUNFELS		210 E SAN ANTONIO 726 N WALNUT
ODESSA		301 W 7TH 3901 PENBROOK 601 S MEADOW 605 YUKON RD 6915 W 16TH ST 3801 DAWN AVE
PAMPA		301 N BALLARD 304 N HOUSTON
PEARSALL		116 S ASH
PIPE CREEK		
PLAINVIEW		1313 INDEPENDENCE 916 DENVER
PLEASANTON		911 N MAIN
PORT ISABEL		821 WASHINGTON
POTEET		AVE F
REFUGIO		105 E NORTH 201 N HIGH
RIO HONDO		
ROCKDALE		423 AKERMAN 791 N MAIN
ROCKPORT		210 E SAN ANTONIO 215 N PEARL ST

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

CENTRAL & WEST TEXAS AND SOUTH TEXAS
PAGE 8
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
ROTAN		110 W BURNSIDE
ROUND ROCK (SEE AUSTIN)		
SAN ANGELO		
SAN ANTONIO	CENTRAL	4119 BROADWAY 5441 BROADWAY 6215 FRANKLIN 7159 SAN PEDRO
	DOWNTOWN	1010 N ST MARY'S 105 AUDITORIUM CIRCLE 175 E HOUSTON ST 111 SOLEDAD 530 MCCULLOUGH 331 NOLAN
	NORTH	10100 REUNION PLACE 103 ADOBE DR 103 GROVE 10525 HUEBNER RD 110 WARNER 15606 N W MILITARY H 17219 HWY 281 N 17665 SCENIC LP 201 W LINDBERGH 24121 BOERNE STAGE 3311 THOUSAND OAKS 419 WEIDNER RD 4629 MACRO 4949 VON SCHEELE DR 5311 SHERRY ANN 5612 GRISSOM RD 6035 RANDOLPH BLVD 6443 HAUSMAN 6445 HAUSMAN RD 9445 E LOOP 1604 9519 CONTESSA 8000 IH-10 WEST 12500 SAN PEDRO 5018 SERVICE CENTER 4801 NW LOOP 410

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

CENTRAL & WEST TEXAS AND SOUTH TEXAS
PAGE 9
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
SAN ANTONIO (Continued)	SOUTH	10195 COPUS CHRISTI 103 PILAR 10326 QUINTANA RD 10357 PERSALL RD 142 N GEN MCMULLEN 1427 ACKERMAN RD 1735 COMMERCIAL 23094 HWY 281 S 2803 MONTROSE 302 DAKOTA 302 W MAYFIELD 3550 BELGIUM LN 4530 SINCLAIR RD 5180 RAKOWITZ RD 5414 W COMMERCE 5422 W COMMERCE 8053 POTRANCO RD
SAN BENITO		291 N REAGAN
SAN DIEGO		
SANDERSON		
SEGUIN		213 S ERSKINE 403 S RIVER
SEMINOLE		307 S W 3RD
SHAMROCK		113 W 4TH
SHINER		
SINTON		204 W GEORGE
SLATON		230 W GARZA
SMITHVILLE		300 GRESHAM
SNYDER		1801 TWENTY-SECOND 1801 TWENTY-SEVENTH

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

CENTRAL & WEST TEXAS AND SOUTH TEXAS
PAGE 10
DETAIL LISTING OF LOCATIONS

STAMFORD	311 E HAMPTON
<u>EXCHANGE</u>	<u>AREA</u>
	<u>WORK ADDRESS</u>
STANTON	306 N ST PETER
SWEETWATER	211 E 4TH 500 ELM
TAYLOR	109 TELEPHONE RD 500 TALBOT
TEAGUE	
TEMPLE	117 N 1ST 4004 BELL DR
TERMINAL	
UVALDE	201 N HIGH 300 E LEONA
VICTORIA	117 JOHN STOCKBAUER 1303 N LEVI 205 N BRIDGE 601 PROFIT 807 N EAST ST
WACO	OLD CHINA SPRG RD 104 TINSLEY 106 FACTORY DR 109 BORDEN ST 119 N 9TH 200 MILL ST 221 MADISON 2525 MONTROSE 2901 GHOLSON RD 304 W OAK 510 VALLEY MILL DR 620 OWEN LN 824 WASHINGTON 925 WASHINGTON 1706 W SPRING VALLEY

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

CENTRAL & WEST TEXAS AND SOUTH TEXAS
PAGE 11
DETAIL LISTING OF LOCATIONS

<u>EXCHANGE</u>	<u>AREA</u>	<u>WORK ADDRESS</u>
WOODSBORO		312 JOHNSON
YOAKUM		119 W MAY
YORKTOWN		220 E 5TH ST
ZAPATA		901 HIDALGO

This list contains Company locations which have been identified in the Exchanges listed in Appendix F of the 2001 Labor Agreements. It is the responsibility of the employee to keep track of the current address of any work group in which he/she desires to work and update his/her Job Vacancy Request accordingly.

PREPARATION OF THE EMPLOYEE REQUISITION
FORM SW-9804

Section	Subject	Page	Date
3	Diagram of Employee Requisition, Form SW-9804	1-2	1/02
	Instructions for Preparation of Form SW-9804	3-7	11/01
	Keyboarding Skills, Typing Skills, Word Skills and Excel Skills Levels Designations and Determinations	Appendix 1	12/99

PREPARATION OF THE EMPLOYEE REQUISITION
FORM SW-9804

Southwestern Bell Telephone		EMPLOYEE REQUISITION	
Refer to Section 3 of the Job Vacancy Manual for instructions. Retention Period: 3 Years			
ORGANIZATION / DEPARTMENT USE		PLACEMENT BUREAU / EO USE ONLY	
Have Position ID/s Been Created <input type="checkbox"/> Yes <input type="checkbox"/> No		Manager Code: _____ Affirmative Action Consideration: _____	
Date: _____		SR Log No. _____	
Organization Requisition No.: _____		PB/EO Rep. _____	
Department: _____ CC: _____		Requisition Disposition: Filled _____	
If PB cannot fill: <input type="checkbox"/> Send to Employment Office <input type="checkbox"/> Advise		*Cancelled _____	
Sub/Bargaining Unit (be specific) _____		*Reason for Cancellation: _____	
No. Required: _____ Date Required: _____		No. Required: _____ Date Required: _____	
Job Title: _____		Job Title Code: _____	
Work Address: _____		Location Code: _____	
City, State: _____			
Org. Work Group/Crew: _____		Please provide billing information where test administrative costs apply (See Job Vacancy Manual for details):	
Job Visit Req'd: <input type="checkbox"/> Yes <input type="checkbox"/> No Tour Select: <input type="checkbox"/> Yes <input type="checkbox"/> No		Manager Name: _____	
Working Hrs.: _____		Address: _____	
Classification of Employee (mark as applicable):		Tele. # () _____	
<input type="checkbox"/> Regular <input type="checkbox"/> Temp. <input type="checkbox"/> Occasional		CC: _____ JFC: _____ EC: _____	
<input type="checkbox"/> Full Time Hrs. Per Week: _____		LOCATION CODE: _____	
<input type="checkbox"/> Part/Time Special Days: _____		Report to: _____	
Length of Assignment: _____		Title: _____ SBCUID: _____	
✓ Special Job Requirements as listed on Job Brief:		Location: _____	
<input type="checkbox"/> 1 - Lifts/Moves up to _____ lbs.		Tele. # () _____ Pager # () _____	
<input type="checkbox"/> 2 - Drives Stick Shift		Payroll Contact _____ SBCUID: _____	
<input type="checkbox"/> 3 - Driving Required _____ Class License Required		e-mail Address: _____	
<input type="checkbox"/> 4 - Medical Check Required		Tele. # () _____ Fax # () _____	
<input type="checkbox"/> 5 - Criminal Record Check			
<input type="checkbox"/> 6 - Color Perception		Requisition Contact: _____	
<input type="checkbox"/> 7 - Body Weight Limitation _____ lbs.		Tele. # () _____	
<input type="checkbox"/> 8 - Federal Motor Carrier Safety Regulations _____ lbs.		Authorized by: _____	
<input type="checkbox"/> 9 - OKLAHOMA ONLY Check here if position could require employee to perform work for SBC where there are children or on school property in Oklahoma.		Title: _____	
Other _____ (e.g., radio license)		Tele. # () _____	
Essential Job Functions: _____		Reviewed by: ** _____	
		Title: _____	
		Tele. # () _____	
		**Optional field. Check Dept. HRG re: field population.	
Keyboarding Skills <input type="checkbox"/> Typing Skills <input type="checkbox"/> Steno <input type="checkbox"/> 80 WPM		Reasonable accommodations, where necessary to permit performance of essential job functions, will be made for otherwise qualified individuals with disabilities.	
Level 1 <input type="checkbox"/> <input type="checkbox"/> Word Skills <input type="checkbox"/> Excel Skills		✓ <input type="checkbox"/> if Page 2 will be filled out	
Training: Initial Classroom _____ (days)			
Working Hours: _____ Location: _____			
Additional testing requirements for specific vacancy shown as "may be required" on job brief (i.e., Spanish, CSA, etc.)			

SW-9804 (Rev. 01-02)

Official File Conv. If Checked in Red

Page 1 of 2

 Southwestern Bell Telephone

EMPLOYEE REQUISITION

DATE: _____

ORGANIZATION REQUISITION NO.:

JOB TITLE:

NO. REQUIRED: _____

[illegible]

PROJECT: _____ KCO: _____

PREPARATION OF THE EMPLOYEE REQUISITION
FORM SW-9804 (Continued)

When a vacancy is to be filled by the Placement Bureau, an Employee Requisition, Form SW-9804, should be prepared by the appropriate organizational representative and forwarded to the Placement Bureau.

The originator should complete the form as follows:

INSTRUCTIONS
FOR PREPARATION
OF FORM SW-9804

ITEM #	TITLE	ACTION
1	Position ID/s	Check (✓) the appropriate box (Yes - No) to indicate whether a Position ID has been created.
2	Date	Date requisition issued.
3	Organization Requisition Number	Any Alpha, Numeric or Alpha-numeric combination up to 7 characters, assigned in sequence by the organization to identify requisitions.
4	Department/CC	Enter departmental name and cost center code for the job to be filled.
5	If PB cannot fill	Instructions for Placement Bureau to: <ul style="list-style-type: none"> • release the requisition to the Employment Office for a new hire. • advise the organization for further instructions.
6	Sub/Barg. Unit	SWBT or appropriate subsidiary
7	No. Required	The number of vacancies to be filled by the requisition (1-20). NOTE: A requisition may not be submitted for more than twenty (20) openings.
8	Date Required	The date the employee should report to the job.
9	Job Title	Job Title and Appendix, if applicable, for vacancy declared.

PREPARATION OF THE EMPLOYEE REQUISITION
FORM SW-9804 (Continued)

INSTRUCTIONS FOR
PREPARATION OF
FORM SW-9804
(Cont'd)

ITEM #	TITLE	ACTION
10	Work Address, City, State	The street address, including room number, city and state where the person filling the vacancy will work.
11	Org. Work Group or Crew Description	Enter appropriate description (e.g., TT1000, BIC, etc.)
12	Job Visit Required	Check (✓) the appropriate box if a job visit will be required.
13	Tour Select	Check (✓) the appropriate box (Yes - No) if there is a selection of tours in the work group.
14	Working Hours	The hours the employee will generally be required to work.
15	Classification of Employee	Check (✓) the appropriate boxes (Regular - Full-Time, Temporary - Part-Time, Occasional). If Temporary assignment, indicate length of assignment. If Part-Time, indicate hours per week or special days.
16	Special Requirements	If applicable, check (✓) any special requirements needed for the particular job.
17	Essential Job Functions	List essential job functions to be performed by the employee. Refer to appropriate job brief.
18	Test Requirements	Check (✓) the appropriate test requirements.
19	Training	Enter number of actual days in initial classroom training, as well as working hours and location of training.

PREPARATION OF THE EMPLOYEE REQUISITION
FORM SW-9804 (Continued)

INSTRUCTIONS FOR
PREPARATION OF
FORM SW-9804
(Cont'd)

ITEM #	TITLE	ACTION
20	Test Requirements	Add any testing requirements shown as "may be required" on job brief. See Appendix 1 for Keyboarding Skills, Typing Skills, Word Skills and Excel Skills Designations.
21	Billing For Tests	Provide functional accounting information for billing costs associated with the following tests: Consultant Telephone Assessment, Oral Proficiency Interview-Spanish or Vietnamese Copy of billing information will be provided to person listed as contact name.
22	Report to	Enter name, title, location and telephone and pager numbers of the supervisor to whom the person selected for the vacancy should report.
23	Payroll Contact	Enter name, e-mail address, telephone number, and fax number of the person in the receiving Organization responsible for the employee's payroll change information.
24	Requisition Contact	Enter name and telephone number of person to discuss requisition (e.g., report dates, any further detailed information concerning the requisition, etc.)

R

PREPARATION OF THE EMPLOYEE REQUISITION
FORM SW-9804 (Continued)

INSTRUCTIONS FOR
PREPARATION OF
FORM SW-9804
(Cont'd)

ITEM #	TITLE	ACTION
25	Authorized by	Enter signature, title and telephone number of the person who is authorizing the requisition.
26	Reviewed by	Enter name, title and telephone number of the person who has reviewed the requisition (Optional field - check HRG re: field population).
27	Page 2	Check (✓) if Page 2 will be filled out.
<u>Page 2 items are totally optional (based on direction from your department). Check your Human Resources Generalist (HRG) if you are unsure whether they require the following fields to be populated.</u>		
28	Date	Same date as #2.
29	Organization Requisition No.	Same number as #3.
30	Job Title	Same title as #9.
31	No. Required	Same number as #7.
32 - 52	Position ID #, Replacement for, Social Security #	Enter ID # of position to be filled, who the person will replace and the <u>replaced employee's</u> social security #.
53	Project	Enter special project tracking information (i.e., ADSL, Dialing Parity, etc.) as defined by your department. Check HRG if uncertain.
54	KCO	Keep Cost Order number, if applicable.

PREPARATION OF THE EMPLOYEE REQUISITION
FORM SW-9804 (Continued)

IMPORTANT: A brief narrative of any specific conditions of the business that should be taken into account in filling the job opening should be included on a separate attachment, approved by the appropriate organizational representative and provided, along with the Employee Requisition, to the Placement Bureau.

EXAMPLES:

- The vacancy being filled is the only employee in a specific office, thereby requiring that an experienced employee be placed.
- The vacancy being filled is in an office where the turnover rate has been extensive, thereby requiring that an experienced employee be placed.

SKILL LEVEL DESIGNATIONS

KEYBOARDING SKILLS

The Keyboarding Skills Test is designed to measure your ability to enter alphanumeric data on fixed-field formatted screens.

SKILL LEVEL DESIGNATIONS

Skill Level	Net Keystrokes Per HR (NKPM x 60 Minutes)
NQ	3239.9 and below
Level 1	3240 - 4799.9
Level 2	4800 and above

TYPING SKILLS

The Typing Skills Test is a timed skill test measuring typing speed and accuracy. It is designed to determine how quickly and accurately that you can create a document using a computer terminal keyboard.

SKILL LEVEL DESIGNATIONS

Skill Level	Net Words Per Minute (NWPM)
NQ	19.9 and below
Level 1	20.0 - 39.9
Level 2	40.0 and above

WORD SKILLS

The Word Skills Test is a timed skills test measuring knowledge of and ability to perform Microsoft Word functions. It is designed to determine a person's ability to understand and perform Word functions using a computer keyboard and mouse.

SKILL LEVEL DESIGNATIONS

Skill Level	Total Score
NQ	18 and below
Q	19 and above

EXCEL SKILLS

The Excel Skills Test is a timed skill test measuring knowledge of and ability to perform Excel functions. It is designed to determine a person's ability to understand and perform Excel functions using a computer keyboard and mouse.

SKILL LEVEL DESIGNATIONS

Skill Level	Total Score
NQ	18 and below
Q	19 and above

JOB VACANCY PLAN

JOB VACANCY REQUEST INTERACTIVE VOICE RESPONSE SYSTEM (JVR-IVR)
& WEB JVR

Section	Subject	Page	Date
4	Introduction	1	11/01
	Overview-JVR-IVR	1	11/01
	Employee Information Required by JVR-IVR	2	11/01
	Status Report Information	3	11/01
	Personal Identification Number (PIN) Information	3	11/01

JOB VACANCY REQUEST INTERACTIVE VOICE RESPONSE
SYSTEM (JVR-IVR) AND WEB JVR

INTRODUCTION

The Job Vacancy Request Interactive Voice Response System (JVR-IVR), will allow employees to use a touch-tone telephone to enter and review a regular Job Vacancy Request. The Web JVR will allow employees to use the intranet site to enter and review a regular Job Vacancy Request.

R

WHO CAN USE
JVR-IVR & WEB
JVR

Southwestern Bell Telephone Company nonmanagement employees.

ACCESS TO
JVR-IVR AND
WEB JVR

Employees need to dial 1-800-571-3893 to access the JVR-IVR System. Calling is toll-free from any touch-tone telephone. The employee's Social Security Number and 4-digit Intranet Personal Identification Number (PIN) are required for access.

To access the Web JVR: http://ebiz.sbc.com/labor/staffing_webjvr.htm.

The employee's Social Security Number and 4-digit Intranet Personal Identification Number (PIN) are required for access.

JVR-IVR & WEB
JVR HOURS
OF OPERATION

The JVR-IVR and WEB JVR is available Monday through Friday from 6:00 a.m. to 7:30 p.m., and Saturday and Sunday from 6:00 a.m. to 3:30 p.m.

NOTE: There is a possibility that the JVR-IVR and WEB JVR Systems will not be available while they are being updated. A message will advise the employee. If the employee receives a busy signal, the employee should disconnect and redial the number. If the employee is having difficulty accessing the WEB JVR, re-verify your PIN is entered correctly or follow instructions on the main screen.

JVR-IVR AND
WEB JVR
LIMITATIONS

The JVR-IVR and WEB JVR Systems cannot process the following types of requests:

- Hometown Option A
- Hometown Option B
- Permanent Restrictions
- Personal Reasons
- Return from Leave or Short Term Disability
- RPPP
- Surplus or Surplus Return
- Requests for jobs located outside the employee's home state

Form SW-9800, Job Vacancy Request, **must** be completed and forwarded to the Placement Bureau for these types of requests.

R

JOB VACANCY REQUEST INTERACTIVE VOICE RESPONSE
SYSTEM (JVR-IVR) AND WEB JVR (Continued)

EMPLOYEE
INFORMATION
REQUIRED BY
JVR-IVR AND
WEB JVR

In addition to the employee's social Security Number and PIN, the employee will need to provide the following information (refer to Section 2 for additional information on specific categories.):

R

- The type of Job Vacancy Request activity (i.e., new, review, renew or cancel)*
- The job title(s) requested
- The location(s) requested
- Driver's license number (actual license numbers with alphabetic characters CANNOT be filed via the JVR-IVR)
- Two letter state abbreviation for state in which your driver's license is issued
- Ability to drive stick shift
- Part-time work consideration
- Time-in-title/location criteria
- Additional factor information (job titles held, from/to dates), if desired

The IVR-JVR system will prompt the employee through each section and confirm choices. If the employee makes a mistake during the process, he/she may hang up before the end of the call and the transaction will not be processed.

***IMPORTANT:** To include job-related skills or training, employees must either submit a hard copy SW-9800, Job Vacancy Request form, or use the WEB JVR at the Non-management Staffing Home Page.

R

Upon successfully completing a request into the JVR-IVR System, the system will respond with "Your request has been entered. Please make a note of the following thirteen-digit request number (system will speak request number to the employee). The employee can at that time have the system repeat the request number, return to the main menu or end the call by hanging up.

IMPORTANT: If an employee hangs up prior to the closing statement, the transaction will not be processed.

JOB VACANCY REQUEST INTERACTIVE VOICE RESPONSE
SYSTEM (JVR-IVR) AND WEB JVR (Continued)

WEB JVR	<p>The system will allow the employee to complete each section and click on the NEXT button to move on. Job skills and training can be submitted on the WEB JVR. You must click on the “Included in current JVR” button to include them with your request.</p> <p>The WEB JVR will notify the employee if a section is not complete or incorrect and will not allow the JVR to be submitted.</p> <p>Upon successfully completing a request into the WEB JVR, the system will provide a thirteen-digit request number.</p>	A
STATUS REPORT INFORMATION	<p>A Status Report detailing the information the employee entered into the JVR-IVR & WEB JVR System will be generated the next business day. The employee’s supervisor will receive two copies of the Status Report via company mail. The supervisor should <u>immediately review</u> the Status Report with the employee (refer to Section 2), sign one copy as correct and file in the employee’s personnel binder. The other copy should be provided to the employee for his/her record.</p>	R
PERSONAL IDENTIFICATION NUMBER (PIN) INFORMATION	<p>The Intranet Personal Identification Number (PIN) ensures confidentiality in the JVR-IVR and WEB JVR system because it is unique to each employee.</p> <p>If an employee does not have, forgets his/her PIN, or wishes to change a PIN, he/she should access the SBC Intranet at:</p> <p>http://cisrc.sbc.com/cisrc/CISrc-SetPin1.cgi</p> <p>and enter their Social Security Number (SSN) with no dashes and click on request PIN Mailer.</p> <p>If the employee does not have access to the SBC Intranet, they should have their supervisor access for them.</p> <p>The PIN will be mailed to their home address on record within ten business days.</p>	R

JOB VACANCY PLAN
Additional Forms

Section	Subject	Page	Date
5	Introduction	1	11/01
	General Information About Pre-Placement Medical Evaluation, Form SW-9076	2	11/01
	Exhibit of Form SW-9076 (Rev.8/97)	3-4	9/98
	General Information about Personal Reasons Transfer Job Interest Survey Worksheet	5	9/98
	Exhibit of Personal Reasons Job Interest Survey Worksheet dated 02/03	6-9	02/03
	General Information about RPPP Worksheet	10	09/98
	Exhibit of RPPP Job Interest Survey Worksheet dated 02/03	11-15	02/03
	General Information about Surplus Return Job Interest Survey Worksheet	16	09/98
	Exhibit of Surplus Return Job Interest Survey Worksheet dated 02/03	17-20	02/03
	General Information about Surplus Transfer Job Interest Survey Worksheet	21	09/98
	Exhibit of Surplus Transfer Job Interest Survey Worksheet dated 08/04	22-25	08/04
	General Information about Hometown Job Transfer Job Interest Survey Worksheet	26	09/98
	Exhibit of Hometown Job Transfer Job Interest Survey Worksheet dated 08/04	27-30	08/04
	General Information about Test Information Pamphlets	31	11/01
	Exhibit of Test Information Pamphlet Procedural Form to Obtain TIPs	32	10/01

Section	Subject	Page	Date
5 (Cont'd)	Test Information Pamphlets:		
	• Air Conditioning Specialist Test (ACST)		10/01
	• Automotive Maintenance Qualification Test (AMQT)		10/01
	• Business Services Instructor Assessment (BSIA)		10/01
	• Consultant Assessment Program (CAP)		10/01
	• Customer Service Assessment (CSA)		10/01
	• Customer Services Representative Minicourse (CSR-MC)		10/01
	• Digital Cable Technologies Minicourse (DCT-MC)		10/01
	• Excel Skills Test		10/01
	• Facilities Assignment Control System/Loop Assignment Center Minicourse (FACS/LAC-MC)		10/01
	• General Test Taking Tips		10/01
	• Keyboarding Skills Test		10/01
	• Operator Spelling Test		10/01
	• Oral Proficiency Interview (OPI)		10/01
	• Oral Typing Skills Test (OTST)		10/01
	• Physical Performance Test (PPT)		10/01
	• Sales Clerk Assessment (SCA)		10/01
	• Stenography Test		10/01
	• Telephone Ability Battery (TAB)		10/01
	• Technical Knowledge Test (TKT)		10/01
	• Technical/Mechanical Test (TMT)		10/01
	• Typing Skills Test		10/01
	• Word Skills Test		10/01

JOB VACANCY PLAN
Additional Forms

INTRODUCTION

Included in this section of the manual are explanations and exhibits of the various forms (e.g., pre-placement medical evaluation, Job Interest Survey Worksheets, Test Information Pamphlets) necessary to complete the processes required to implement and administer the Company's Job Vacancy Plan. R

PRE-PLACEMENT MEDICAL EVALUATION
FORM SW-9076

USE OF FORM
SW-9076

The form is used to provide a medical history of the employee.

WHEN TO USE

Prior to an employee being sent to the local medical office, this form will be furnished to the employee by the Placement Bureau.

JOB TITLES
REQUIRING A
MEDICAL
EVALUATION

Air Conditioning Specialist	Frame Attendant	
Assistant Customer Service Technician	Garage Attendant	
Building Mechanic	House Service Attendant	A
Cable Splicing Technician	House Service Maintainer	A
Coin Counter	Mail Attendant	
Communications Technician	Motor Equipment Inspector/Maintainer	R
Customer Services Technician	Outside Plant Technician	
Data Services Technician	Pay Telephone Technician	
Driver Tractor-Trailer	Supplies Attendant	A
	Systems Technician	

WHO IS RESPON-
SIBLE FOR
COMPLETING
FORM SW-9076

- The employee will complete the front side of Form SW-9076.
- The examining physician will complete the reverse side of Form SW-9076.

WHERE IS THE
FORM SENT?

- The examining physician will forward Form SW-9076 to the Placement Bureau.

A=Addition
R=Revision



Retain 3 years, until _____

PRE-PLACEMENT MEDICAL EVALUATION

NAME: _____ SEX M/F _____
LAST FIRST MIDDLE

ADDRESS: _____ SOCIAL SECURITY NO. _____
STREET CITY STATE ZIP CODE

HOME TELEPHONE NO. () _____ FAMILY PHYSICIAN _____

HEALTH HISTORY

Please answer the following questions to the best of your ability:

1. Are you now under a doctor's care or taking any medication? ☐ Yes ☐ No
If yes, for what? _____
For what have you seen a doctor in the past year? _____
2. What operations have you had or been advised to have? _____
Give dates _____
3. Have you ever been a patient in a hospital overnight or longer? ☐ Yes ☐ No
For what conditions? _____
Give dates and length of stay _____
4. What other injuries or disabling diseases have you had? _____
Give dates _____
5. How much time have you lost from school or work in the past year for health reasons? (Excluding time lost covered by FMLA). _____
6. Have you ever received compensation or settlement for an injury or illness? ☐ Yes ☐ No
If yes, describe injury or illness _____
7. Have you been disqualified for employment or military service because of medical reasons? ☐ Yes ☐ No
If yes, for what reasons? _____
8. If you were in military service, was discharge for medical reasons? ☐ Yes ☐ No
Disability given _____
9. Do you have any eye or vision problems not corrected by glasses? ☐ Yes ☐ No
10. Do you wear contact lenses? ☐ Yes ☐ No
11. Business needs require people to remain in jobs for a period of time sufficient to allow for learning and performing the job. For the job you are seeking, this time period is _____ Is there any reason that you are aware of that would prevent you from working without interruption for this period of time? ☐ Yes ☐ No

HAVE YOU EVER HAD, OR HAVE YOU NOW, ANY TROUBLE WITH ANY OF THE FOLLOWING? (IF YES, INDICATE DATE OF LAST OCCURRENCE. IF NO, PLEASE CHECK)

	YES	NO		YES	NO		YES	NO
Ear Infection or Discharge			Chronic Nausea or Vomiting			Liver Trouble		
Hearing Difficulty			Kidney or Bladder Trouble			Diabetes		
Chest Pain			Venereal Disease			Thyroid Gland Disorder		
Shortness of Breath			Skin Rash or Eczema			Other Gland Trouble		
Swelling of Feet or Ankles			Hives or Allergies			Any Rupture or Hernia		
Rheumatic Fever			Asthma			Tumor or Growth		
Heart Trouble			Allergy or Reaction to Medicine			Difficulty Sleeping		
Persistent Cough or Hoarseness			Yellow Jaundice			Depression, Anxiety or Other		
Pleurisy or Pneumonia			Arthritis			Psychiatric Condition		
Frequent Colds			Back Trouble			Weight Problem		
Abdominal Pain, Cramps			Knee, Shoulder or Foot Trouble			Use of Alcohol		
Peptic or Stomach Ulcer			Broken Bone			Use of Narcotics/Drugs		
Anemia or Other Blood Disorder			Frequent Headaches			Smoke More than Two Packs of		
Rectal Bleeding			Dizziness or Fainting			Cigarettes per Day		
Hemorrhoids ("Piles")			Hay Fever			Bowel Trouble or Change in Bowel Habits		
Albumen or Sugar in Urine			Paralysis			Epilepsy		
Chronic Bronchitis			Persistent Fatigue			Tuberculosis		
Phlebitis or Vein Trouble			Gall Bladder			Hypertension (High Blood Pressure)		

State details on items marked "YES", i.e., recurrence, treatment and any other illnesses, injuries, operations, allergies, etc. _____

I agree to have a medical examination and am aware that false statements or failure to disclose information may be sufficient to disqualify me from employment, or if employed, may result in my dismissal. I authorize my personal physician, the examining physician or institution to furnish Southwestern Bell Telephone Company or its agent any and all records pertaining to my health condition.

Signature of Applicant _____ Date _____

For Position of _____ Interviewer _____

☐ Official File Conv. If Checked in Red

SW-9076
(Rev. 8/97)

PHYSICAL EXAMINATION

Patient Name _____ Date of Birth: _____
Height: _____ Weight: _____ Temperature: _____ Pulse: _____ B.P.: _____

Eyes	Without Glasses	With Glasses	Glasses- Kind & Use
Far Vision:	R _____ L _____	R _____ L _____	None <input type="checkbox"/> Always <input type="checkbox"/> Bifocal <input type="checkbox"/> Near Only <input type="checkbox"/> Far Only <input type="checkbox"/> Contacts <input type="checkbox"/>
Near Vision:	R _____ L _____	R _____ L _____	
Color Perception _____			

Attach Audiogram if performed _____

CHECK (✓) IF NORMAL OR ABNORMAL, AND GIVE DETAILS BELOW

	Normal	Abnormal		Normal	Abnormal		Normal	Abnormal
Head			Neck			Joints		
Eyes			Heart			Extremities		
Ears - External			Chest/Lungs			Lymph Nodes		
Drums & Canals			Abdomen			Skin		
Nasal Passages			Back			Neurological		
Mouth & Throat			Spine			Mental Status		

DETAILS OF ABNORMAL AND/OR SIGNIFICANT FINDINGS

LABORATORY REPORTS:

Urinalysis _____ Date _____ Sp. Gr. _____ React. _____ Alb. _____ Sugar _____ Micro. _____
_____ Date _____ Sp. Gr. _____ React. _____ Alb. _____ Sugar _____ Micro. _____
Other Tests _____ Date _____ Test _____
_____ Date _____ Test _____
_____ Date _____ Test _____

MEDICAL RECOMMENDATIONS:

- ☐ Meets physical requirements of job with no restrictions.
- ☐ Meets physical requirements of job with following restrictions:
- | | |
|---|---|
| <input type="checkbox"/> A No motor vehicle operation | <input type="checkbox"/> K No work around dangerous machinery |
| <input type="checkbox"/> B No rotating shifts | <input type="checkbox"/> L No work in area with excessive noise |
| <input type="checkbox"/> C No rung ladder climbing | <input type="checkbox"/> M No exposure to weather extremes |
| <input type="checkbox"/> D No pole climbing | <input type="checkbox"/> N No work at elevation |
| <input type="checkbox"/> E No working alone for prolonged periods | <input type="checkbox"/> P Other _____ |
| <input type="checkbox"/> F No work requiring good hearing | <input type="checkbox"/> Corrective lenses required |
| <input type="checkbox"/> G No lifting over _____ pounds | <input type="checkbox"/> Sedentary work only |
| <input type="checkbox"/> H No excessive walking or standing | <input type="checkbox"/> Unable to meet physical requirements of job for following reasons: _____ |
| <input type="checkbox"/> J No repeated squatting or bending | |
- ☐ Deferred until receipt of further medical information.
- Reason _____

Date _____ Signed _____ (M.D. or R.N.)

PERSONAL REASONS JOB INTEREST SURVEY WORKSHEET

USE OF PERSONAL REASONS JOB INTEREST SURVEY WORKSHEET

This form is used by employees filing Personal Reasons Requests to notify the Placement Bureau of:

- jobs they can qualify for and would be willing to accept
 - locations in which they would be willing to work
-

WHEN TO USE

This should be completed at the same time as the Personal Reasons Request is prepared.

WHO IS RESPONSIBLE FOR COMPLETING THE PERSONAL REASONS JOB INTEREST WORKSHEET?

The employee filing the Personal Reasons Request is responsible for completing the Worksheet.

WHERE IS THE FORM SENT?

This form should be attached to the Personal Reasons Request and forwarded to the Placement Bureau.

FORM SUPPLY

This form should be reproduced locally as needed.

PERSONAL REASONS JOB INTEREST SURVEY WORKSHEET

Please Check the Appropriate Box Below:

- ☐ Original Request
☐ Subsequent Request (CO-retreated)
☐ Subsequent Request (Emp-Retreated)

NAME _____

PRESENT JOB _____

SOCIAL SECURITY NUMBER _____

PRESENT LOCATION _____

CURRENT SBC COMPANY _____

IMPORTANT: Completion of this worksheet affords you consideration for all laterals and downgrades in which you have expressed an interest.* Upgrade movement is not covered by the Personal Reasons Request; however, you may submit a regular Job Vacancy Request for any upgrades in which you have an interest.

*in SBC Southwest, SBC Advanced Solutions, SBC Operations, SBC Services, SBC Telecom or SBC DataComm within the five state region.

1. Please check only the boxes next to the job titles for which you do not want to be considered. If you leave a job title blank, it will be assumed that you want to be considered for that job. Respond only for those titles which would be considered laterals or downgrades.

- A. 1. ☐ Communications Technician
2. ☐ Systems Technician

3. ☐ Network Center Technician
4. ☐ RMATS Technician
5. ☐ Systems Analyst

- B. 1. ☐ Business Representative
2. ☐ Communications Consultant
3. ☐ Customer Representative

4. ☐ Field Assistant
5. ☐ Pay Telephone Consultant
6. ☐ Customer Service Representative II

- C. 1. ☐ Cable Splicing Technician
2. ☐ Customer Services Technician

3. ☐ Outside Plant Technician

4. ☐ Data Services Technician
5. ☐ Combination (There will be no new placements into this title. Any vacancy filled will be with the CST title.)

- D. 1. ☐ Air Conditioning Specialist
2. ☐ Building Mechanic

3. ☐ Motor Equipment Inspector/Maintainer

- E. 1. ☐ Coin Counter
2. ☐ Driver-Tractor Trailer

3. ☐ Pay Telephone Technician
4. ☐ Supplies Attendant

- F. 1. ☐ Frame Attendant
2. ☐ Customer Services Representative
3. ☐ Facilities Specialist

4. ☐ Circuit Design Specialist
5. ☐ Central Office Translations Specialist
6. ☐ Line Translations Specialist

- G. 1. ☐ Business Services Instructor
2. ☐ Service Representative
3. ☐ Business Systems Representative
4. ☐ Customer Service Representative I

5. ☐ Installation Coordinator
6. ☐ Marketing Assistant
7. ☐ Senior Consultant

PERSONAL REASONS JOB INTEREST SURVEY WORKSHEET

Please Check the Appropriate Box Below:

- ☐ Original Request
☐ Subsequent Request (CO-retreated)
☐ Subsequent Request (Emp-Retreated)

Name _____ Social Security Number _____

Please check only the boxes next to the job titles for which you do not want to be considered. If you leave a job title blank, it will be assumed that you want to be considered for that job.

- H. a. ☐ Graphics Specialist-A, B
b. ☐ CAD Technical Specialist
c. ☐ Technical Associate
1. ☐ Customer Services Specialist
2. ☐ Sales and Service Consultant
3. ☐ Central Office Clerk
4. ☐ Service Assistant
5. ☐ SS-1 Titles
☐ Administrative Clerk
☐ Administrative Reports Clerk
☐ Balancing Clerk
☐ Computer Attendant-A
☐ Computer Attendant-D
☐ DAS/C Data Base Clerk
☐ Data Control Clerk
☐ Data Entry Operator
☐ Data Processing Clerk-B
☐ Data Processing Clerk-C
☐ Editing Clerk
☐ Force Adjustment Clerk
☐ General Clerk-B
☐ General Clerk-D
☐ Mail Attendant
6. ☐ SS-2 Titles
☐ Advanced Computer Attendant
☐ Advanced Data Processing Clerk
☐ Benefit Clerical Assistant
☐ Directory Composer
☐ Head Clerk-A,B,C,D
☐ Head Clerk-I
☐ Head Stenographer-C
☐ Head Stenographer-D
7. ☐ S-1 Titles
☐ Accounting Clerk
☐ Cash Control Clerk
☐ Draft Reconciliation Clerk
8. ☐ S-2 Titles
☐ Audit Clerk
☐ Claims Representative
☐ General Financial Clerk
9. ☐ Revenue Management Representative
- ☐ Operations Clerk
☐ Payroll Change Clerk
☐ Personnel Records Clerk
☐ Project Clerk- B
☐ Project Clerk- I
☐ Senior Records Clerk-A
☐ Senior Records Clerk-B,D
☐ Senior Records Clerk- I
☐ Senior Reports Clerk- C
☐ Senior Reports Clerk- I
☐ Senior Stenographer-A,B,C,D
☐ Senior Stenographer-I
☐ Ticket Record Clerk
☐ Travel Specialist
- ☐ Senior General Clerk-A
☐ Senior General Clerk-B
☐ Senior General Clerk-D
☐ Senior General Clerk-I
☐ Service Evaluator
☐ Service Order Correction Clerk
☐ Service Order Writer-B
☐ Service Order Writer-I
- ☐ Fraud Specialist
☐ Technical Assistance Center Administrator
- ☐ Senior Accounting Clerk
☐ Senior Treasury Clerk

PERSONAL REASONS JOB INTEREST SURVEY WORKSHEET

Please Check the Appropriate Box Below:

- ☐ Original Request
☐ Subsequent Request (CO-retreated)
☐ Subsequent Request (Emp-Retreated)

Name _____ Social Security Number _____

Please check only the boxes next to the job titles for which you do not want to be considered. If you leave a job title blank, it will be assumed that you want to be considered for that job.

- I. 1. ☐ Customer Clerk
2. ☐ E-3 Titles
☐ Business Office Clerk
☐ Copy Machine Operator
☐ Directory Distribution Clerk
☐ Draft Records Clerk
☐ Force Reports Clerk
☐ Key Entry Operator
☐ Records Clerk-A
☐ Records Clerk-B
☐ Records Clerk-C
3. ☐ Operator
4. ☐ Teller
- ☐ Records Clerk-D
☐ Records Clerk-I
☐ Reports Clerk-C, H
☐ Right of Way Clerk
☐ Senior Typist
☐ Service Order Clerk
☐ Service Results Clerk
☐ Stenographer-A, B, C, D, H
☐ Supplies Clerk

- J. 1. ☐ Building Maintainer
2. ☐ Garage Attendant
3. ☐ House Service Attendant
4. ☐ House Service Maintainer
5. ☐ Assistant Customer Service Technician

- K. 1. ☐ Console Operator
2. ☐ E-1 Titles
☐ Office Clerical Assistant-A, B, C, D
3. ☐ E-2 Titles
☐ Benefit Clerk
☐ Clerk-B
☐ Clerk-I
☐ Combination Clerk
☐ Final Accounts Clerk
☐ Miscellaneous Summaries Clerk
4. ☐ Sales Clerk
5. ☐ Central Office Assistant
6. ☐ Sales Agent
- ☐ Office Clerical Assistant-I
☐ Office Service Clerk
☐ PBX Attendant
☐ Posting Clerk
☐ Ticket Clerk
☐ Typist-A
☐ Typist-B, C, D

2. Please check only the boxes next to the skills you do not want to perform in a job. By checking a box next to any skill, you will not be considered for any job openings that require that skill.

- L. ☐ Keyboarding Skills
M. ☐ Stenography
N. ☐ Typing Skills
O. ☐ Word Skills
P. ☐ Excel Skills

NOTE: If you leave a skill box blank, and have not test-qualified on that skill, you will be required to test.
A declination of testing for any skill listed above will be counted as a job offer declination.

PERSONAL REASONS JOB INTEREST SURVEY WORKSHEET

Please Check the Appropriate Box Below:

- ☐ Original Request
☐ Subsequent Request (CO-retreated)
☐ Subsequent Request (Emp-Retreated)

Name _____

Social Security Number _____

NOTE: If you leave a skill box blank, and have not test-qualified on that skill, you will be required to test. A declination of testing for any skill listed above will be counted as a job offer declination.

3. **LOCATIONS TO BE CONSIDERED:** List any work address, city or state within SBC Southwest, SBC Advanced Solutions (ASI), SBC Operations, SBC Services, SBC Telecom and SBC DataComm that you will consider. It is recommended that you give careful consideration in determining the desired location(s), since a refusal of any location will be counted as a job offer declination.

- | | | | |
|---|--|---------------------------------|--------------------------------|
| 4. | Will you accept a job that might involve periodic changes in your hours of work, e.g., days to nights? | YES
<input type="checkbox"/> | NO
<input type="checkbox"/> |
| 5. | Indicate the hours you are willing to work: | _____am/pm to _____am/pm | |
| 6. | Are you willing to work | YES | NO |
| | - Part-time * | <input type="checkbox"/> | <input type="checkbox"/> |
| | - Weekends | <input type="checkbox"/> | <input type="checkbox"/> |
| | - Holidays | <input type="checkbox"/> | <input type="checkbox"/> |
| * If you indicate YES for your answer and refuse a part-time job offer, the refusal will be counted as a job offer declination. | | | |
| 7. | Will you consider jobs that require standing for long periods of time? | YES
<input type="checkbox"/> | NO
<input type="checkbox"/> |

This form must accompany your Personal Reasons Request. Should any of this information change, please complete a new Job Interest Survey Worksheet and forward to the Placement Bureau.

Employee's Signature: _____ Date: _____

RPPP JOB INTEREST SURVEY WORKSHEET

USE OF RPPP JOB INTEREST SURVEY WORK- SHEET

This form is used by employees filing RPPP Requests to notify the Placement Bureau of:

- jobs they can qualify for and would be willing to accept
 - locations in which they would be willing to work
-

WHEN TO USE

This should be completed at the same time as the RPPP Request is prepared.

WHO IS RESPON- SIBLE FOR COMPLETING THE RPPP JOB INTEREST SURVEY WORKSHEET?

The employee filing the RPPP Request is responsible for completing the Worksheet.

WHERE IS THE FORM SENT?

This form should be attached to the RPPP Request and forwarded to the Placement Bureau.

FORM SUPPLY

This form should be reproduced locally as needed.

**REASSIGNMENT PAY PROTECTION
PLAN (RPPP)
JOB INTEREST SURVEY WORKSHEET**

Please Check the Appropriate Box Below:

- ☐ Original Request
☐ Subsequent Request (CO-retreated)
☐ Subsequent Request (Emp-Retreated)

NAME _____

PRESENT
TITLE _____
PLACEMENT
DATE _____

SOCIAL SECURITY
NUMBER _____
PREVIOUS
TITLE _____
CURRENT SBC
COMPANY _____

IMPORTANT: Completion of this worksheet affords you priority consideration for vacancies at your prior job level in which you have expressed an interest in SBC Southwest, SBC Advanced Solutions, SBC Operations, SBC Services, SBC Telecom, or SBC DataComm.

1. Find the grouping of titles which contains your previous title (for example, if you were formerly a Force Report Clerk, you would look at the grouping "I"). Within that group, check the boxes next to titles you do not want to be considered for.

A. 1. ☐ Sales Clerk

B. 1. ☐ Console Operator

C. 1. ☐ House Service Attendant

(E-1 Titles)
D. 1. ☐ Office Clerical Assistant-A
2. ☐ Office Clerical Assistant-B

3. ☐ Office Clerical Assistant-C
4. ☐ Office Clerical Assistant-D

E. 1. ☐ House Service Maintainer

F. 1. ☐ Central Office Assistant

G. 1. ☐ Garage Attendant

2. ☐ Building Maintainer

(E-2 Titles)
H. 1. ☐ Benefit Clerk
2. ☐ Clerk-B
3. ☐ Combination Clerk
4. ☐ Final Accounts Clerk
5. ☐ Miscellaneous Summaries Clerk
6. ☐ Office Service Clerk
7. ☐ PBX Attendant

8. ☐ Posting Clerk
9. ☐ Ticket Clerk
10. ☐ Typist-A
11. ☐ Typist-B
12. ☐ Typist-C
13. ☐ Typist-D

(E-3 Titles)
I. 1. ☐ Business Office Clerk
2. ☐ Copy Machine Operator
3. ☐ Customer Clerk
4. ☐ Directory Distribution Clerk
5. ☐ Draft Records Clerk

6. ☐ Force Reports Clerk
7. ☐ Key Entry Operator
8. ☐ Records Clerk-A
9. ☐ Records Clerk-B
10. ☐ Records Clerk-C

REASSIGNMENT PAY PROTECTION PLAN (RPPP) JOB INTEREST SURVEY WORKSHEET

Please Check the Appropriate Box Below:

- ☐ Original Request
☐ Subsequent Request (CO-retreated)
☐ Subsequent Request (Emp-Retreated)

NAME _____

SOCIAL SECURITY
NUMBER _____

Find the grouping of titles which contains your previous title (for example, if you were formerly a Force Report Clerk, you would look at the grouping "T"). Within that group, check the boxes next to titles you do not want to be considered for.

(E-3 Titles – continued)			
I.	11.	<input type="checkbox"/>	Records Clerk-D
	12.	<input type="checkbox"/>	Reports Clerk
	13.	<input type="checkbox"/>	Right of Way Clerk
	14.	<input type="checkbox"/>	Senior Typist
	15.	<input type="checkbox"/>	Service Order Clerk
	16.	<input type="checkbox"/>	Service Results Clerk
	17.	<input type="checkbox"/>	Stenographer-A
	18.	<input type="checkbox"/>	Stenographer-B
	19.	<input type="checkbox"/>	Stenographer-C
	20.	<input type="checkbox"/>	Stenographer-D
	21.	<input type="checkbox"/>	Supplies Clerk
	22.	<input type="checkbox"/>	Teller

J. 1. ☐ Operator

(SS-1 Titles)			
K.	1.	<input type="checkbox"/>	Administrative Clerk
	2.	<input type="checkbox"/>	Administrative Reports Clerk
	3.	<input type="checkbox"/>	Balancing Clerk
	4.	<input type="checkbox"/>	Computer Attendant-A, D
	5.	<input type="checkbox"/>	DAS/C Data Base Clerk
	6.	<input type="checkbox"/>	Data Control Clerk
	7.	<input type="checkbox"/>	Data Entry Operator
	8.	<input type="checkbox"/>	Data Processing Clerk-B
	9.	<input type="checkbox"/>	Data Processing Clerk-C
	10.	<input type="checkbox"/>	Editing Clerk
	11.	<input type="checkbox"/>	Force Adjustment Clerk
	12.	<input type="checkbox"/>	General Clerk-B
	13.	<input type="checkbox"/>	General Clerk-D
	14.	<input type="checkbox"/>	Mail Attendant
	15.	<input type="checkbox"/>	Operations Clerk
	16.	<input type="checkbox"/>	Payroll Change Clerk
	17.	<input type="checkbox"/>	Personnel Records Clerk
	18.	<input type="checkbox"/>	Project Clerk-B
	19.	<input type="checkbox"/>	Senior Records Clerk-A
	20.	<input type="checkbox"/>	Senior Records Clerk-B, D
	21.	<input type="checkbox"/>	Senior Reports Clerk
	22.	<input type="checkbox"/>	Senior Stenographer-A
	23.	<input type="checkbox"/>	Senior Stenographer-B
	24.	<input type="checkbox"/>	Senior Stenographer-C
	25.	<input type="checkbox"/>	Senior Stenographer-D
	26.	<input type="checkbox"/>	Ticket Record Clerk
	27.	<input type="checkbox"/>	Travel Specialist

L. 1. ☐ Graphics Specialist-A 2. ☐ Graphics Specialist-B

M. 1. ☐ Central Office Clerk 2. ☐ Service Assistant

(SS-2 Titles)			
N.	1.	<input type="checkbox"/>	Advanced Computer Attendant
	2.	<input type="checkbox"/>	Advanced Data Processing Clerk
	3.	<input type="checkbox"/>	Benefit Clerical Assistant
	4.	<input type="checkbox"/>	Directory Composer
	5.	<input type="checkbox"/>	Head Clerk-A
	6.	<input type="checkbox"/>	Head Clerk-B
	7.	<input type="checkbox"/>	Head Clerk-C
	8.	<input type="checkbox"/>	Head Clerk-D
	9.	<input type="checkbox"/>	Head Stenographer-C
	10.	<input type="checkbox"/>	Head Stenographer-D
	11.	<input type="checkbox"/>	Senior General Clerk-A
	12.	<input type="checkbox"/>	Senior General Clerk-B
	13.	<input type="checkbox"/>	Senior General Clerk-D
	14.	<input type="checkbox"/>	Service Evaluator
	15.	<input type="checkbox"/>	Service Order Correction Clerk
	16.	<input type="checkbox"/>	Service Order Writer

O. 1. ☐ CAD Technical Specialist 2. ☐ Technical Associate

**REASSIGNMENT PAY PROTECTION
PLAN (RPPP)
JOB INTEREST SURVEY WORKSHEET**

Please Check the Appropriate Box Below:
☐ Original Request
☐ Subsequent Request (CO-retreated)
☐ Subsequent Request (Emp-Retreated)

NAME _____

SOCIAL SECURITY
NUMBER _____

Find the grouping of titles which contains your previous title (for example, if you were formerly a Force Report Clerk, you would look at the grouping "T"). Within that group, check the boxes next to titles you do not want to be considered for.

P. 1. ☐ Supplies Attendant

Q. (S-1 Titles)

1. ☐ Accounting Clerk
2. ☐ Cash Control Clerk
3. ☐ Customer Services Specialist

4. ☐ Draft Reconciliation Clerk
5. ☐ Fraud Specialist
6. ☐ Technical Assistance Center
Administrator

R. 1. ☐ Revenue Management Representative

S. 1. ☐ Business Services Instructor

T. (S-2 Titles)

1. ☐ Audit Clerk
2. ☐ Claims Representative
3. ☐ General Financial Clerk

4. ☐ Senior Accounting Clerk
5. ☐ Senior Treasury Clerk

U. 1. ☐ Driver-Tractor Trailer

- V. 1. ☐ Customer Services Representative
2. ☐ Facilities Specialist

3. ☐ Circuit Design Specialist
4. ☐ Central Office Translations Specialist

W. 1. ☐ Lines Translation Specialist

X. 1. ☐ Service Representative

Y. 1. ☐ Frame Attendant

Z. 1. ☐ Coin Counter

AA. 1. ☐ Building Mechanic

BB. 1. ☐ Business Representative

2. ☐ Field Assistant

CC. 1. ☐ Outside Plant Technician

2. ☐ Systems Analyst

DD. 1. ☐ Air Conditioning Specialist

2. ☐ Motor Equipment Inspector/Maintainer

**REASSIGNMENT PAY PROTECTION
PLAN (RPPP)
JOB INTEREST SURVEY WORKSHEET**

Please Check the Appropriate Box Below:
☐ Original Request
☐ Subsequent Request (CO-retreated)
☐ Subsequent Request (Emp-Retreated)

NAME _____

SOCIAL SECURITY
NUMBER _____

Find the grouping of titles which contains your previous title (for example, if you were formerly a Force Report Clerk, you would look at the grouping "T"). Within that group, check the boxes next to titles you do not want to be considered for.

EE. 1. ☐ Cable Splicing Technician
2. ☐ Communications Technician
3. ☐ Customer Services Technician
4. ☐ Network Center Technician

5. ☐ Systems Technician
6. ☐ Customer Service Representative II
7. ☐ RMATS Technician
8. ☐ Data Services Technician

FF. 1. ☐ Customer Representative

2. ☐ Pay Telephone Consultant

GG. 1. ☐ Communications Consultant

HH. 1. ☐ Assistant Customer Service Technician

II. 1. ☐ Pay Telephone Technician

JJ. 1. ☐ Business Systems Representative
2. ☐ Customer Service Representative I

3. ☐ Installation Coordinator
4. ☐ Marketing Assistant

KK. 1. ☐ Senior Consultant

LL. 1. ☐ (SS-1 Titles)
Project Clerk-I
2. ☐ Senior Records Clerk-I

3. ☐ Senior Reports Clerk-I
4. ☐ Senior Stenographer-I

MM. 1. ☐ (SS-2 Titles)
Head Clerk-I
2. ☐ Senior General Clerk-I

3. ☐ Service Order Writer-I

NN. 1. ☐ (E-3 Titles)
Records Clerk-I

OO. 1. ☐ (E-1 Titles)
Office Clerical Assistant-I

PP. 1. ☐ (E-2 Titles)
Clerk-I

QQ. 1. ☐ Sales and Service Consultant

RR. 1. ☐ Sales Agent

**REASSIGNMENT PAY PROTECTION
PLAN (RPPP)
JOB INTEREST SURVEY WORKSHEET**

Please Check the Appropriate Box Below:

- ☐ Original Request
☐ Subsequent Request (CO-retreated)
☐ Subsequent Request (Emp-Retreated)

NAME _____

SOCIAL SECURITY
NUMBER _____

2. Please indicate your interest by checking YES or NO for each skill listed below:

	YES	NO
Keyboarding Skills	<input type="checkbox"/>	<input type="checkbox"/>
Stenography	<input type="checkbox"/>	<input type="checkbox"/>
Typing Skills	<input type="checkbox"/>	<input type="checkbox"/>
Word Skills	<input type="checkbox"/>	<input type="checkbox"/>
Excel Skills	<input type="checkbox"/>	<input type="checkbox"/>

NOTE: Declination of testing for any category checked "yes" will be counted as a job offer declination and will result in the disqualification of your Reassignment Pay Protect Plan (RPPP) Request.

3. **LOCATIONS TO BE CONSIDERED:** List any work address, city or state within SBC Southwest, SBC Advanced Solutions (ASI), SBC Operations, SBC Services, SBC Telecom and SBC DataComm that you will consider. It is recommended that you give careful consideration in determining the desired location(s), since a refusal of any location will be counted as a job offer declination.

- | | | | |
|----|---|---|--|
| 4. | Will you accept a job that might involve periodic changes in your hours of work, e.g., days to nights? | YES
<input type="checkbox"/> | NO
<input type="checkbox"/> |
| 5. | Indicate the hours you are willing to work: | _____ am/pm | to _____ am/pm |
| 6. | Are you willing to work <ul style="list-style-type: none">• Part-time *• Weekends• Holidays | YES
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/> | NO
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/> |
| 7. | Will you consider jobs that require standing for long periods of time? | YES
<input type="checkbox"/> | NO
<input type="checkbox"/> |

*If you indicate YES for your answer and refuse a part-time job offer, the refusal will be counted as a job offer declination.

This form must accompany your Reassignment Pay Protection Request (RPPP). Should any of this information change, please complete a new Job Interest Survey Worksheet and forward to the Placement Bureau.

Employee's Signature: _____ Date: _____

SURPLUS RETURN JOB INTEREST SURVEY WORKSHEET

USE OF SURPLUS RETURN JOB INTEREST SURVEY WORKSHEET

This form is used by employees filing Surplus Return Requests to notify the Placement Bureau of jobs they can qualify for and would be willing to accept.

WHEN TO USE

This should be completed at the same time the Surplus Return Request is prepared.

WHO IS RESPONSIBLE FOR COMPLETING THE SURPLUS RETURN JOB INTEREST SURVEY WORKSHEET?

The employee filing the Surplus Return Request is responsible for completing the Worksheet.

WHERE IS THE FORM SENT?

This form should be attached to the Surplus Return Request and forwarded to the Placement Bureau.

FORM SUPPLY

This form should be reproduced locally as needed.

SURPLUS RETURN JOB INTEREST SURVEY WORKSHEET

Please Check the Appropriate Box Below:
☐ Original Request
☐ Subsequent Request (CO-retreated)
☐ Subsequent Request (Emp-Retreated)

NAME _____

PRESENT JOB _____

SOCIAL SECURITY NUMBER _____

PRESENT LOCATION _____

CURRENT SBC COMPANY _____

IMPORTANT: Completion of this worksheet affords you consideration for all laterals and downgrades to your original surplus title in your former Force Adjustment Area in which you have expressed an interest.* Upgrade movement is not covered by the Surplus Return Request; however, you may submit a regular Job Vacancy Request for any upgrades in which you have an interest.

*in SBC Southwest, SBC Advanced Solutions, SBC Operations, SBC Services, SBC Telecom or SBC DataComm within the five state region.

1. Please check only the boxes next to the job titles for which you do not want to be considered. If you leave a job title blank, it will be assumed that you want to be considered for that job.

- A. 1. ☐ Communications Technician
2. ☐ Systems Technician

3. ☐ Network Center Technician
4. ☐ RMATS Technician
5. ☐ Systems Analyst

- B. 1. ☐ Business Representative
2. ☐ Communications Consultant
3. ☐ Customer Representative

4. ☐ Field Assistant
5. ☐ Pay Telephone Consultant
6. ☐ Customer Service Representative II

- C. 1. ☐ Cable Splicing Technician
2. ☐ Customer Services Technician

3. ☐ Outside Plant Technician

4. ☐ Data Services Technician
5. ☐ Combination Technician (There will be no new placements into this title. Any vacancy filled will be with the CST title.)

- D. 1. ☐ Air Conditioning Specialist
2. ☐ Building Mechanic

3. ☐ Motor Equipment Inspector/Maintainer

- E. 1. ☐ Coin Counter
2. ☐ Driver-Tractor Trailer

3. ☐ Pay Telephone Technician
4. ☐ Supplies Attendant

- F. 1. ☐ Frame Attendant
2. ☐ Customer Services Representative
3. ☐ Facilities Specialist

4. ☐ Circuit Design Specialist
5. ☐ Central Office Translations Specialist
6. ☐ Line Translations Specialist

- G. 1. ☐ Business Services Instructor
2. ☐ Service Representative
3. ☐ Business Systems Representative
4. ☐ Customer Service Representative I

5. ☐ Installation Coordinator
6. ☐ Marketing Assistant
7. ☐ Senior Consultant

SURPLUS RETURN JOB INTEREST SURVEY WORKSHEET

Please Check the Appropriate Box Below:

- ☐ Original Request
☐ Subsequent Request (CO-retreated)
☐ Subsequent Request (Emp-Retreated)

Name _____

Social Security Number _____

Please check only the boxes next to the job titles for which you do not want to be considered. If you leave a job title blank, it will be assumed that you want to be considered for that job.

- H. a. ☐ Graphics Specialist-A, B
b. ☐ CAD Technical Specialist
c. ☐ Technical Associate
1. ☐ Customer Services Specialist
2. ☐ Sales and Service Consultant
3. ☐ Central Office Clerk
4. ☐ Service Assistant
5. ☐ SS-1 Titles
☐ Administrative Clerk
☐ Administrative Reports Clerk
☐ Balancing Clerk
☐ Computer Attendant-A
☐ Computer Attendant-D
☐ DAS/C Data Base Clerk
☐ Data Control Clerk
☐ Data Entry Operator
☐ Data Processing Clerk-B
☐ Data Processing Clerk-C
☐ Editing Clerk
☐ Force Adjustment Clerk
☐ General Clerk-B
☐ General Clerk-D
☐ Mail Attendant
6. ☐ SS-2 Titles
☐ Advanced Computer Attendant
☐ Advanced Data Processing Clerk
☐ Benefit Clerical Assistant
☐ Directory Composer
☐ Head Clerk-A,B,C,D
☐ Head Clerk-I
☐ Head Stenographer-C
☐ Head Stenographer-D
7. ☐ S-1 Titles
☐ Accounting Clerk
☐ Cash Control Clerk
☐ Draft Reconciliation Clerk
8. ☐ S-2 Titles
☐ Audit Clerk
☐ Claims Representative
☐ General Financial Clerk
9. ☐ Revenue Management Representative
- ☐ Operations Clerk
☐ Payroll Change Clerk
☐ Personnel Records Clerk
☐ Project Clerk- B
☐ Project Clerk- I
☐ Senior Records Clerk-A
☐ Senior Records Clerk-B,D
☐ Senior Records Clerk- I
☐ Senior Reports Clerk- C
☐ Senior Reports Clerk- I
☐ Senior Stenographer-A,B,C,D
☐ Senior Stenographer-I
☐ Ticket Record Clerk
☐ Travel Specialist
- ☐ Senior General Clerk-A
☐ Senior General Clerk-B
☐ Senior General Clerk-D
☐ Senior General Clerk-I
☐ Service Evaluator
☐ Service Order Correction Clerk
☐ Service Order Writer-B
☐ Service Order Writer-I
- ☐ Fraud Specialist
☐ Technical Assistance Center Administrator
- ☐ Senior Accounting Clerk
☐ Senior Treasury Clerk

SURPLUS RETURN JOB INTEREST SURVEY WORKSHEET

Please Check the Appropriate Box Below:

- ☐ Original Request
☐ Subsequent Request (CO-retreated)
☐ Subsequent Request (Emp-Retreated)

Name _____

Social Security Number _____

Please check only the boxes next to the job titles for which you do not want to be considered. If you leave a job title blank, it will be assumed that you want to be considered for that job.

- I. 1. ☐ Customer Clerk
2. ☐ E-3 Titles
☐ Business Office Clerk
☐ Copy Machine Operator
☐ Directory Distribution Clerk
☐ Draft Records Clerk
☐ Force Reports Clerk
☐ Key Entry Operator
☐ Records Clerk-A
☐ Records Clerk-B
☐ Records Clerk-C
3. ☐ Operator
4. ☐ Teller
- ☐ Records Clerk-D
☐ Records Clerk-I
☐ Reports Clerk-C, H
☐ Right of Way Clerk
☐ Senior Typist
☐ Service Order Clerk
☐ Service Results Clerk
☐ Stenographer-A, B, C, D, H
☐ Supplies Clerk

- J. 1. ☐ Building Maintainer
2. ☐ Garage Attendant
3. ☐ House Service Attendant
4. ☐ House Service Maintainer
5. ☐ Assistant Customer Service Technician

- K. 1. ☐ Console Operator
2. ☐ E-1 Titles
☐ Office Clerical Assistant-A, B, C, D
3. ☐ E-2 Titles
☐ Benefit Clerk
☐ Clerk-B
☐ Clerk-I
☐ Combination Clerk
☐ Final Accounts Clerk
☐ Miscellaneous Summaries Clerk
4. ☐ Sales Clerk
5. ☐ Central Office Assistant
6. ☐ Sales Agent
- ☐ Office Clerical Assistant-I
☐ Office Service Clerk
☐ PBX Attendant
☐ Posting Clerk
☐ Ticket Clerk
☐ Typist-A
☐ Typist-B, C, D

2. Please check only the boxes next to the skills you do not want to perform in a job. By checking a box next to any skill, you will not be considered for any job openings that require that skill.

- L. ☐ Keyboarding Skills
M. ☐ Stenography
N. ☐ Typing Skills
O. ☐ Word Skills
P. ☐ Excel Skills

NOTE: If you leave a skill box blank, and have not test-qualified on that skill, you will be required to test. A declination of testing for any skill listed above will be counted as a job offer declination.

SURPLUS RETURN JOB INTEREST SURVEY WORKSHEET

Please Check the Appropriate Box Below:

- ☐ Original Request
☐ Subsequent Request (CO-retreated)
☐ Subsequent Request (Emp-Retreated)

Name _____

Social Security Number _____

Please check only the boxes next to the job titles for which you do not want to be considered. If you leave a job title blank, it will be assumed that you want to be considered for that job.

3. List any titles in which you have successfully performed within the last two years for which you have an interest in being considered.

4. **LOCATIONS TO BE CONSIDERED:** List any work address, city or state within SBC Southwest, SBC Advanced Solutions (ASI), SBC Operations, SBC Services, SBC Telecom and SBC DataComm that you will consider. It is recommended that you give careful consideration in determining the desired location(s), since a refusal of any location will be counted as a job offer declination.

- | | | |
|---|---------------------------------|--------------------------------|
| 5. Will you accept a downgrade? | YES
<input type="checkbox"/> | NO
<input type="checkbox"/> |
| 6. Will you accept a job that might involve periodic changes in your hours of work, e.g., days to nights? | YES
<input type="checkbox"/> | NO
<input type="checkbox"/> |
| 7. Indicate the hours you are willing to work: | _____ am/pm | to _____ am/pm |
| 8. Are you willing to work | YES | NO |
| - Part-time * | <input type="checkbox"/> | <input type="checkbox"/> |
| - Weekends | <input type="checkbox"/> | <input type="checkbox"/> |
| - Holidays | <input type="checkbox"/> | <input type="checkbox"/> |

* If you indicate your interest in a part-time position and decline a part-time job offer, the declination will count against the allowed four job offer declinations for your Surplus Transfer Request. If you indicate "yes" for a part-time position but decline a part-time lateral position in your FAA and you are not subsequently placed prior to your Force Disposition Date, you will, in effect, have resigned.

- | | | |
|---|---------------------------------|--------------------------------|
| 9. Will you consider jobs that require standing for long periods of time? | YES
<input type="checkbox"/> | NO
<input type="checkbox"/> |
|---|---------------------------------|--------------------------------|

Signature: _____

Date: _____

IMPORTANT

This form must accompany your Surplus Return Request. Should any of this information change, please complete a new Job Interest Survey Worksheet and forward to the Placement Bureau.

SURPLUS TRANSFER REQUEST JOB INTEREST SURVEY WORKSHEET

USE OF SURPLUS
TRANSFER
REQUEST JOB
INTEREST
SURVEY
WORKSHEET

This form is used by employees filing Surplus Transfer Requests to notify the Placement Bureau of:

- jobs they can qualify for and would be willing to accept.
 - locations in which they would be willing to work.
-

WHEN TO USE

This should be completed at the same time that the Surplus Transfer Request is prepared.

WHO IS RESPON-
SIBLE FOR
COMPLETING
THE SURPLUS
TRANSFER
REQUEST JOB
INTEREST
SURVEY
WORKSHEET?

The employee filing the Surplus Transfer Request is responsible for completing the worksheet.

WHERE IS THE
FORM SENT?

This form should be attached to the Surplus Transfer Request and forwarded to the Placement Bureau.

FORM SUPPLY

This form should be reproduced locally as needed.

SURPLUS TRANSFER (STR) JOB INTEREST SURVEY WORKSHEET

Please Check the Appropriate Box Below:
☐ Original Request
☐ Subsequent Request (Co. - Retreated)
☐ Subsequent Request (Emp-Retreated)

NAME _____

PRESENT JOB _____

SOCIAL SECURITY NUMBER _____

PRESENT LOCATION _____

CURRENT SBC COMPANY _____

IMPORTANT: Completion of this worksheet affords you the following:

- Automatic priority consideration for laterals in the FAA*.
- Priority consideration for laterals outside the FAA in which you have expressed an interest*
- Priority consideration for downgrades in which you have expressed an interest*
- Consideration for all upgrades in which you have expressed an interest*

*in SBC Southwest, SBC Advanced Solutions, SBC Operations, SBC Services, SBC Telecom, or SBC DataComm within the five state region.

1. Please check only the boxes next to the job titles for which you do not want to be considered. If you leave a job title blank, it will be assumed that you want to be considered for that job.

A. 1. ☐ Communications Technician
2. ☐ Systems Technician

3. ☐ Network Center Technician
4. ☐ RMATS Technician
5. ☐ Systems Analyst

B. 1. ☐ Business Representative
2. ☐ Communications Consultant
3. ☐ Customer Representative

4. ☐ Field Assistant
5. ☐ Pay Telephone Consultant
6. ☐ Customer Service Representative II

C. 1. ☐ Cable Splicing Technician
2. ☐ Customer Services Technician

3. ☐ Outside Plant Technician

4. ☐ Data Services Technician
5. ☐ Combination Technician (There will be no new placements into this title. Any vacancy filled will be with the CST title.)

D. 1. ☐ Air Conditioning Specialist
2. ☐ Building Mechanic

3. ☐ Motor Equipment Inspector/Maintainer

E. 1. ☐ Coin Counter
2. ☐ Driver-Tractor Trailer

3. ☐ Pay Telephone Technician
4. ☐ Supplies Attendant

F. 1. ☐ Frame Attendant
2. ☐ Customer Services Representative
3. ☐ Facilities Specialist

4. ☐ Circuit Design Specialist
5. ☐ Central Office Translations Specialist
6. ☐ Line Translations Specialist

G. 1. ☐ Business Services Instructor
2. ☐ Service Representative
3. ☐ Business Systems Representative
4. ☐ Customer Service Representative I

5. ☐ Installation Coordinator
6. ☐ Marketing Assistant
7. ☐ Senior Consultant

SURPLUS TRANSFER (STR) JOB INTEREST SURVEY WORKSHEET

Please Check the Appropriate Box Below:
☐ Original Request
☐ Subsequent Request (Company-Retreated)
☐ Subsequent Request (Employee-Retreated)

Name _____

Social Security Number _____

Please check only the boxes next to the job titles for which you do not want to be considered. If you leave a job title blank, it will be assumed that you want to be considered for that job.

- H. a. ☐ Graphics Specialist-A, B
b. ☐ CAD Technical Specialist
c. ☐ Technical Associate
1. ☐ Customer Services Specialist
2. ☐ Sales and Service Consultant
3. ☐ Central Office Clerk
4. ☐ Service Assistant
5. ☐ SS-1 Titles
☐ Administrative Clerk
☐ Administrative Reports Clerk
☐ Balancing Clerk
☐ Computer Attendant-A
☐ Computer Attendant-D
☐ DAS/C Data Base Clerk
☐ Data Control Clerk
☐ Data Entry Operator
☐ Data Processing Clerk-B
☐ Data Processing Clerk-C
☐ Editing Clerk
☐ Force Adjustment Clerk
☐ General Clerk-B
☐ General Clerk-D
☐ Mail Attendant
6. ☐ SS-2 Titles
☐ Advanced Computer Attendant
☐ Advanced Data Processing Clerk
☐ Benefit Clerical Assistant
☐ Directory Composer
☐ Head Clerk-A,B,C,D
☐ Head Clerk-I
☐ Head Stenographer-C
☐ Head Stenographer-D
7. ☐ S-1 Titles
☐ Accounting Clerk
☐ Cash Control Clerk
☐ Draft Reconciliation Clerk
8. ☐ S-2 Titles
☐ Audit Clerk
☐ Claims Representative
☐ General Financial Clerk
9. ☐ Revenue Management Representative
- ☐ Operations Clerk
☐ Payroll Change Clerk
☐ Personnel Records Clerk
☐ Project Clerk- B
☐ Project Clerk- I
☐ Senior Records Clerk-A
☐ Senior Records Clerk-B,D
☐ Senior Records Clerk- I
☐ Senior Reports Clerk- C
☐ Senior Reports Clerk- I
☐ Senior Stenographer-A,B,C,D
☐ Senior Stenographer-I
☐ Ticket Record Clerk
☐ Travel Specialist
- ☐ Senior General Clerk-A
☐ Senior General Clerk-B
☐ Senior General Clerk-D
☐ Senior General Clerk-I
☐ Service Evaluator
☐ Service Order Correction Clerk
☐ Service Order Writer-B
☐ Service Order Writer-I
- ☐ Fraud Specialist
☐ Technical Assistance Center Administrator
- ☐ Senior Accounting Clerk
☐ Senior Treasury Clerk

SURPLUS TRANSFER (STR) JOB INTEREST SURVEY WORKSHEET

Please Check the Appropriate Box Below:
☐ Original Request
☐ Subsequent Request (CO-retreated)
☐ Subsequent Request (Emp-Retreated)

Name _____

Social Security Number _____

Please check only the boxes next to the job titles for which you do not want to be considered. If you leave a job title blank, it will be assumed that you want to be considered for that job.

- I.**
- | | | | | |
|----|--------------------------|------------------------------|--------------------------|----------------------------|
| 1. | <input type="checkbox"/> | Customer Clerk | | |
| 2. | | E-3 Titles | | |
| | <input type="checkbox"/> | Business Office Clerk | <input type="checkbox"/> | Records Clerk-D |
| | <input type="checkbox"/> | Copy Machine Operator | <input type="checkbox"/> | Records Clerk-I |
| | <input type="checkbox"/> | Directory Distribution Clerk | <input type="checkbox"/> | Reports Clerk-C, H |
| | <input type="checkbox"/> | Draft Records Clerk | <input type="checkbox"/> | Right of Way Clerk |
| | <input type="checkbox"/> | Force Reports Clerk | <input type="checkbox"/> | Senior Typist |
| | <input type="checkbox"/> | Key Entry Operator | <input type="checkbox"/> | Service Order Clerk |
| | <input type="checkbox"/> | Records Clerk-A | <input type="checkbox"/> | Service Results Clerk |
| | <input type="checkbox"/> | Records Clerk-B | <input type="checkbox"/> | Stenographer-A, B, C, D, H |
| | <input type="checkbox"/> | Records Clerk-C | <input type="checkbox"/> | Supplies Clerk |
| 3. | <input type="checkbox"/> | Operator | | |
| 4. | <input type="checkbox"/> | Teller | | |

-
- J.**
- | | | | | | |
|----|--------------------------|-------------------------|----|--------------------------|---------------------------------------|
| 1. | <input type="checkbox"/> | Building Maintainer | 4. | <input type="checkbox"/> | House Service Maintainer |
| 2. | <input type="checkbox"/> | Garage Attendant | 5. | <input type="checkbox"/> | Assistant Customer Service Technician |
| 3. | <input type="checkbox"/> | House Service Attendant | | | |

-
- K.**
- | | | | | |
|----|--------------------------|--------------------------------------|--------------------------|-----------------------------|
| 1. | <input type="checkbox"/> | Console Operator | | |
| 2. | | E-1 Titles | | |
| | <input type="checkbox"/> | Office Clerical Assistant-A, B, C, D | <input type="checkbox"/> | Office Clerical Assistant-I |
| 3. | | E-2 Titles | | |
| | <input type="checkbox"/> | Benefit Clerk | <input type="checkbox"/> | Office Service Clerk |
| | <input type="checkbox"/> | Clerk-B | <input type="checkbox"/> | PBX Attendant |
| | <input type="checkbox"/> | Clerk-I | <input type="checkbox"/> | Posting Clerk |
| | <input type="checkbox"/> | Combination Clerk | <input type="checkbox"/> | Ticket Clerk |
| | <input type="checkbox"/> | Final Accounts Clerk | <input type="checkbox"/> | Typist-A |
| | <input type="checkbox"/> | Miscellaneous Summaries Clerk | <input type="checkbox"/> | Typist-B, C, D |
| 4. | <input type="checkbox"/> | Sales Clerk | | |
| 5. | <input type="checkbox"/> | Central Office Assistant | | |
| 6. | <input type="checkbox"/> | Sales Agent | | |
-

**SURPLUS TRANSFER (STR)
JOB INTEREST SURVEY WORKSHEET**

Please Check the Appropriate Box Below:
☐ Original Request
☐ Subsequent Request (CO-retreated)
☐ Subsequent Request (Emp-Retreated)

Name _____ Social Security Number _____

2. List any titles in which you have successfully performed within the last two years for which you have an interest in being considered

3. **ADDITIONAL LOCATIONS TO BE CONSIDERED:** List any work address, city or state within SBC Southwest, SBC Advanced Solutions (ASI), SBC Operations, SBC Services, SBC Telecom and SBC DataComm that you will consider. It is recommended that you give careful consideration in determining the desired location(s), since a refusal of any location will be counted as a job offer declination.

4. Will you accept a job that might involve periodic changes in your hours of work, e.g., days to nights? YES ☐ NO ☐

5. Are you willing to work YES NO
- Part-time * ☐ ☐
- Weekends ☐ ☐
- Holidays ☐ ☐

* If you indicate your interest in a part-time position and decline a part-time job offer, the declination will count against the allowed four job offer declinations for your Surplus Transfer Request. If you indicate "yes" for a part-time position but decline a part-time lateral position in your FAA and you are not subsequently placed prior to your Force Disposition Date, you will, in effect, have resigned.

6. Will you consider jobs that require standing for long periods of time? YES ☐ NO ☐

Signature: _____ Date: _____

IMPORTANT

This form must accompany your Surplus Transfer Request. Should any of this information change, please complete a new Job Interest Survey Worksheet and forward to the Placement Bureau. For more information about moving to an SBC participating company, please refer to the Memorandum of Agreement – Employment Opportunity/Enhanced Retirement Benefit in the 2004 Settlement Agreement.

Note: If you are interested in being considered for openings at one of the other SBC companies, please fill out the InterSubsidiary Movement Form. (You must have a satisfactory rating for the current 12-month period to be eligible.) Contact your local Placement Bureau if you are interested in applying.

HOMETOWN JOB TRANSFER JOB INTEREST SURVEY WORKSHEET*

USE OF
HOMETOWN JOB
TRANSFER
JOB INTEREST
SURVEY
WORKSHEET

This form is used by employees filing Hometown Job Transfer Requests (Option HA **or** HB) to notify the Placement Bureau of:

- jobs they can qualify for and would be willing to accept.
 - exchange(s) in which they would be willing to work.
-

WHEN TO USE

This should be completed at the same time that the Hometown Job Transfer Request is prepared.

WHO IS RESPON-
SIBLE FOR
COMPLETING
THE HOMETOWN
JOB TRANSFER
JOB INTEREST
SURVEY
WORKSHEET?

The employee filing the Hometown Job Transfer Request is responsible for completing the worksheet.

WHERE IS THE
FORM SENT?

This form should be attached to the Hometown Job Transfer Request and forwarded to the Placement Bureau.

FORM SUPPLY

This form should be reproduced locally as needed.

***Effective September 14, 1998**

**HOMETOWN JOB
TRANSFER (HA OR HB)
JOB INTEREST SURVEY WORKSHEET**

Please Check the Appropriate Box Below:

- ☐ Original Request
☐ Subsequent Request (CO-retreated)
☐ Subsequent Request (Emp-Retreated)

NAME _____

PRESENT JOB _____

SOCIAL SECURITY NUMBER _____

PRESENT LOCATION _____

CURRENT SBC COMPANY _____

IMPORTANT: Completion of this worksheet affords you the following:

- Automatic priority consideration for all laterals within your designated Exchange(s) which are within your Force Adjustment Area;
- Priority consideration for:
 - lateral positions within your designated Exchange(s) which are outside your Force Adjustment Area in which you have expressed an interest;
 - all downgrades in your designated Exchange(s) in which you have expressed an interest; and
- Consideration for all upgrades in your designated Exchange(s) in which you have expressed an interest.

1. Please check only the boxes next to the job titles for which you do not want to be considered. If you leave a job title blank, it will be assumed that you want to be considered for that job.

- A. 1. ☐ Communications Technician
2. ☐ Systems Technician

3. ☐ Network Center Technician
4. ☐ RMATS Technician
5. ☐ Systems Analyst

- B. 1. ☐ Business Representative
2. ☐ Communications Consultant
3. ☐ Customer Representative

4. ☐ Field Assistant
5. ☐ Pay Telephone Consultant
6. ☐ Customer Service Representative II

- C. 1. ☐ Cable Splicing Technician
2. ☐ Customer Services Technician

3. ☐ Outside Plant Technician

4. ☐ Data Services Technician
5. ☐ Combination Technician (There will be no new placements into this title. Any vacancy filled will be with the CST title.)

- D. 1. ☐ Air Conditioning Specialist
2. ☐ Building Mechanic

3. ☐ Motor Equipment Inspector/Maintainer

- E. 1. ☐ Coin Counter
2. ☐ Driver-Tractor Trailer

3. ☐ Pay Telephone Technician
4. ☐ Supplies Attendant

- F. 1. ☐ Frame Attendant
2. ☐ Customer Services Representative
3. ☐ Facilities Specialist

4. ☐ Circuit Design Specialist
5. ☐ Central Office Translations Specialist
6. ☐ Line Translations Specialist

- G. 1. ☐ Business Services Instructor
2. ☐ Service Representative
3. ☐ Business Systems Representative
4. ☐ Customer Service Representative I

5. ☐ Installation Coordinator
6. ☐ Marketing Assistant
7. ☐ Senior Consultant

**HOMETOWN JOB
TRANSFER (HA OR HB)
JOB INTEREST SURVEY WORKSHEET**

Please Check the Appropriate Box Below:

- ☐ Original Request
☐ Subsequent Request (CO-retreated)
☐ Subsequent Request (Emp-Retreated)

Name _____

Social Security Number _____

Please check only the boxes next to the job titles for which you do not want to be considered. If you leave a job title blank, it will be assumed that you want to be considered for that job.

- H. a. ☐ Graphics Specialist-A, B
b. ☐ CAD Technical Specialist
c. ☐ Technical Associate
1. ☐ Customer Services Specialist
2. ☐ Sales and Service Consultant
3. ☐ Central Office Clerk
4. ☐ Service Assistant
5. ☐ SS-1 Titles
☐ Administrative Clerk
☐ Administrative Reports Clerk
☐ Balancing Clerk
☐ Computer Attendant-A
☐ Computer Attendant-D
☐ DAS/C Data Base Clerk
☐ Data Control Clerk
☐ Data Entry Operator
☐ Data Processing Clerk-B
☐ Data Processing Clerk-C
☐ Editing Clerk
☐ Force Adjustment Clerk
☐ General Clerk-B
☐ General Clerk-D
☐ Mail Attendant
6. ☐ SS-2 Titles
☐ Advanced Computer Attendant
☐ Advanced Data Processing Clerk
☐ Benefit Clerical Assistant
☐ Directory Composer
☐ Head Clerk-A,B,C,D
☐ Head Clerk-I
☐ Head Stenographer-C
☐ Head Stenographer-D
7. ☐ S-1 Titles
☐ Accounting Clerk
☐ Cash Control Clerk
☐ Draft Reconciliation Clerk
8. ☐ S-2 Titles
☐ Audit Clerk
☐ Claims Representative
☐ General Financial Clerk
9. ☐ Revenue Management Representative
- ☐ Operations Clerk
☐ Payroll Change Clerk
☐ Personnel Records Clerk
☐ Project Clerk- B
☐ Project Clerk- I
☐ Senior Records Clerk-A
☐ Senior Records Clerk-B,D
☐ Senior Records Clerk- I
☐ Senior Reports Clerk- C
☐ Senior Reports Clerk- I
☐ Senior Stenographer-A,B,C,D
☐ Senior Stenographer-I
☐ Ticket Record Clerk
☐ Travel Specialist

☐ Senior General Clerk-A
☐ Senior General Clerk-B
☐ Senior General Clerk-D
☐ Senior General Clerk-I
☐ Service Evaluator
☐ Service Order Correction Clerk
☐ Service Order Writer-B
☐ Service Order Writer-I

☐ Fraud Specialist
☐ Technical Assistance Center Administrator

☐ Senior Accounting Clerk
☐ Senior Treasury Clerk

**HOMETOWN JOB
TRANSFER (HA OR HB)
JOB INTEREST SURVEY WORKSHEET**

Please Check the Appropriate Box Below:
☐ Original Request
☐ Subsequent Request (CO-retreated)
☐ Subsequent Request (Emp-Retreated)

Name _____

Social Security Number _____

Please check only the boxes next to the job titles for which you do not want to be considered. If you leave a job title blank, it will be assumed that you want to be considered for that job.

- I.
- | | | | | |
|----|--------------------------|------------------------------|--------------------------|----------------------------|
| 1. | <input type="checkbox"/> | Customer Clerk | | |
| 2. | | E-3 Titles | | |
| | <input type="checkbox"/> | Business Office Clerk | <input type="checkbox"/> | Records Clerk-D |
| | <input type="checkbox"/> | Copy Machine Operator | <input type="checkbox"/> | Records Clerk-I |
| | <input type="checkbox"/> | Directory Distribution Clerk | <input type="checkbox"/> | Reports Clerk-C, H |
| | <input type="checkbox"/> | Draft Records Clerk | <input type="checkbox"/> | Right of Way Clerk |
| | <input type="checkbox"/> | Force Reports Clerk | <input type="checkbox"/> | Senior Typist |
| | <input type="checkbox"/> | Key Entry Operator | <input type="checkbox"/> | Service Order Clerk |
| | <input type="checkbox"/> | Records Clerk-A | <input type="checkbox"/> | Service Results Clerk |
| | <input type="checkbox"/> | Records Clerk-B | <input type="checkbox"/> | Stenographer-A, B, C, D, H |
| | <input type="checkbox"/> | Records Clerk-C | <input type="checkbox"/> | Supplies Clerk |
| 3. | <input type="checkbox"/> | Operator | | |
| 4. | <input type="checkbox"/> | Teller | | |

- J.
- | | | | | | |
|----|--------------------------|-------------------------|----|--------------------------|---------------------------------------|
| 1. | <input type="checkbox"/> | Building Maintainer | 4. | <input type="checkbox"/> | House Service Maintainer |
| 2. | <input type="checkbox"/> | Garage Attendant | 5. | <input type="checkbox"/> | Assistant Customer Service Technician |
| 3. | <input type="checkbox"/> | House Service Attendant | | | |

- K.
- | | | | | |
|----|--------------------------|--------------------------------------|--------------------------|-----------------------------|
| 1. | <input type="checkbox"/> | Console Operator | | |
| 2. | | E-1 Titles | | |
| | <input type="checkbox"/> | Office Clerical Assistant-A, B, C, D | <input type="checkbox"/> | Office Clerical Assistant-I |
| 3. | | E-2 Titles | | |
| | <input type="checkbox"/> | Benefit Clerk | <input type="checkbox"/> | Office Service Clerk |
| | <input type="checkbox"/> | Clerk-B | <input type="checkbox"/> | PBX Attendant |
| | <input type="checkbox"/> | Clerk-I | <input type="checkbox"/> | Posting Clerk |
| | <input type="checkbox"/> | Combination Clerk | <input type="checkbox"/> | Ticket Clerk |
| | <input type="checkbox"/> | Final Accounts Clerk | <input type="checkbox"/> | Typist-A |
| | <input type="checkbox"/> | Miscellaneous Summaries Clerk | <input type="checkbox"/> | Typist-B, C, D |
| 4. | <input type="checkbox"/> | Sales Clerk | | |
| 5. | <input type="checkbox"/> | Central Office Assistant | | |
| 6. | <input type="checkbox"/> | Sales Agent | | |

**HOMETOWN JOB
TRANSFER (HA OR HB)
JOB INTEREST SURVEY WORKSHEET**

Please Check the Appropriate Box Below:
☐ Original Request
☐ Subsequent Request (CO-retreated)
☐ Subsequent Request (Emp-Retreated)

Name _____ Social Security Number _____

2. List any titles in which you have successfully performed within the last two years for which you have an interest in being considered.

3. **ADDITIONAL LOCATIONS TO BE CONSIDERED:** List one (1) to (5) Exchange(s) within SBC Southwest, SBC Advanced Solutions (ASI), SBC Operations, SBC Services, SBC Telecom and SBC DataComm that you will consider. It is recommended that you give careful consideration in determining the desired Exchange(s), since a refusal of any location will be counted as a job offer declination.

1. _____ (Must be Current Exchange)
2. _____ 4. _____
3. _____ 5. _____

4. Will you accept a job that might involve periodic changes in your hours of work, e.g., days to nights? ☐ ☐

5. Are you willing to work

- Part-time *
- Weekends
- Holidays

YES
☐
☐
☐

NO
☐
☐
☐

- * If you indicate your interest in a part-time position and decline a part-time job offer, the declination will count against the allowed four job offer declinations for your Hometown Job Transfer Request. If you indicate "yes" for a part-time position but decline a part-time lateral position in your designated Exchange(s) and you are not subsequently placed prior to your Force Disposition Date, you will, in effect, have resigned.

6. Will you consider jobs that require standing for long periods of time? ☐ YES ☐ NO

This form must accompany your Hometown Job Transfer Request. Should any of this information change, please complete a new Job Interest Survey Worksheet and forward to the Placement Bureau.

Employee's Signature: _____ Date: _____

TEST INFORMATION PAMPHLETS

USE OF TEST INFORMATION PAMPHLET	Test Information Pamphlets (TIP) have been developed to provide general information regarding testing as well as specific information for each individual test administered.	R
WHEN TO USE TEST INFORMA- TION PAMPHLETS	<p>TIPs should be reviewed prior to actual testing. Copies of all TIPs are on the following pages. TIPs can be obtained via Fax-on-Demand. The Placement Bureaus will provide a procedural form (Exhibit) with each employee's status report, explaining the method for obtaining the desired TIPs. This method will enable employees to have instant access to the most current version of a TIP.</p> <p>Employees who do not have access to a fax machine will still be able to obtain copies from this section of the Job Vacancy Manual or by calling their local Placement Bureau.</p>	R

EXHIBIT

PLACEMENT BUREAU

(Address _____
_____)

IN ORDER TO QUALIFY FOR THE JOB VACANCY REQUEST YOU HAVE SUBMITTED, MINIMUM TESTING REQUIREMENTS MUST BE MET ON THE TEST(S) INDICATED ON THE ATTACHED STATUS REPORT. TEST INFORMATION PAMPHLETS (TIP) WHICH CONTAIN GENERAL INFORMATION ABOUT THE TESTING PROGRAM AND SPECIFIC INFORMATION FOR EACH TEST ARE AVAILABLE TO YOU VIA FAX-ON-DEMAND.

R

*****AS THE EMPLOYEE, IT IS YOUR RESPONSIBILITY TO OBTAIN COPIES OF THE TIP.*****

YOU MAY RETRIEVE ANY OF THE TEST INFORMATION PAMPHLETS BY CALLING 314-923-0411 AND ENTERING YOUR FAX NUMBER FOLLOWED BY THE ASSOCIATED TEST NUMBER (THIS IS THE NUMBER THAT FOLLOWS EACH TEST NAME BELOW):

R

TEST INFORMATION PAMPHLETS AND NUMBERS

- Air Conditioning Specialist Test - 888001
- Automotive Maintenance Qualification Test - 888002
- Business Services Instructor Assessment - 888006
- Customer Service Assessment (CSA) 888012
- Consultant Assessment Program - 888007
- Customer Services Rep. Mini-Course - 888013
- Digital Cable Technologies Mini-Course - 8743286
- Excel Skills Test - 888027
- Facilities Assignment Control System/Loop Assignment Center Minicourse - 888060
- Keyboarding Skills Test - 888030
- Operator Spelling Test - 888034
- Oral Proficiency Interview - 888035
- Oral Typing Skills Test - 888037
- Physical Performance Test - 888040
- Sales Clerk Assessment - 888043
- Stenography Test - 888046
- Telephone Ability Battery - 888047
- Technical Knowledge Test - 888051
- Technical/Mechanical Test - 888052
- Typing Skills Test - 888054
- Word Skills Test - 888057

Should you not have access to a fax machine, the Test Information Pamphlets are contained in Section 5 of the Job Vacancy Manual, which you may secure from your supervisor, or you may contact the Placement Bureau Office at _____ to obtain a copy.

R

Test Information Pamphlets are periodically updated. In order to ensure you have the most recent version of the TIP, you may order/re-order the TIP just prior to the actual testing date.

R

SPECIFIC LOCAL TEST SCHEDULING INFORMATION



AIR CONDITIONING SPECIALIST TEST (ACST) TEST INFORMATION PAMPHLET

WHY DO SBC AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills and abilities to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS THE AIR CONDITIONING SPECIALIST TEST (ACST)?

The ACST consists of 100 items that measure your knowledge of ventilation and air conditioning. The test takes approximately 2 hours to complete. Below are some sample questions:

1. Box wrenches are safer than open-end wrenches because they are

- A. larger.
- B. smaller.
- C. less likely to slip off.
- D. more likely to produce leverage.

The correct answer is C.

2. What is the proper tool to use in driving a nail?

- A. claw hammer
- B. ballpeen hammer
- C. sledge hammer
- D. rubber mallet

The correct answer is A.

WHAT CAN I DO TO PREPARE FOR THE TEST?

The ACST assesses specific, practical technical knowledge. Acquiring this knowledge through work experience, coursework, or independent study is the best way to prepare to take the test. Keep in mind; however, that completion of coursework or independent study will not guarantee that you will pass the test. It is important that you have an understanding of the material presented in the course or obtained through independent study.

When you are scheduled for the ACST, you will be given a specific time to report to the testing location. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. Review this Test Information Pamphlet and be prepared for the test by bringing your glasses, etc. Ask questions before the test begins and be sure you understand the format of the ACST.

FOR EMPLOYEES ONLY: You may contact your local employee development center (e.g. Career Resource Center or SBC Career Center) to inquire about study guides, textbooks, and/or general course information that may help you prepare for the test.

WHAT CAN I DO TO PERFORM MY BEST ON THE TEST?

1. Read questions carefully.
2. Watch out for broad words such as all, always, never, only, and totally.
3. Think - reason out your answer.
4. Key words are important: most, least, often, average, but, or, best, and easiest.
5. Answer questions you are sure of first.
6. Reject immediately those answers you know are incorrect.
7. Don't let spoilers mislead you - those words that make an otherwise true statement false.
8. Don't change your answers unless an obvious mistake has been detected.
9. Be aware of the time (make a mental note of the time when the test begins and pace yourself accordingly).

RETEST INTERVALS

If it should happen that you do not qualify on the ACST, you may retest at six-month intervals. Test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

SUMMARY

Successful completion of the ACST qualifies you for possible placement into jobs requiring the test. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

SBC and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA). If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.



AUTOMOTIVE MAINTENANCE QUALIFICATION TEST (AMQT) TEST INFORMATION PAMPHLET

WHY DO SBC AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills and abilities to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS THE AUTOMOTIVE MAINTENANCE QUALIFICATION TEST (AMQT)?

The AMQT is a test designed to measure your knowledge of automotive maintenance procedures associated with certain job tasks which are part of the skilled automotive mechanic job.

The AMQT measures knowledge acquired in diagnosing and correcting automotive maintenance problems. It requires you to answer questions on major automotive systems, such as the transmission and electrical systems as well as certain safety factors involved with automotive maintenance work.

The AMQT consists of 100 multiple-choice questions. The test takes approximately 2 hours to complete. Below is a sample question:

Which one of the following conditions is most likely to cause a three-speed manual transmission to slip out of gear?

- A. Clutch improperly adjusted
- B. Transmission misaligned
- C. Incorrect type of lubricant
- D. Misadjusted shift linkage

The correct answer is D.

WHAT CAN I DO TO PREPARE FOR THE TEST?

The AMQT assesses specific, practical technical knowledge. Acquiring this knowledge through work experience, coursework, or independent study is the best way to prepare to take the test. Keep in mind; however, that completion of coursework or independent study will not guarantee that you will pass the test. It is important that you have an understanding of the material presented in the course or obtained through independent study.

When you are scheduled for the AMQT, you will be given a specific time to report to the testing location. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. Review this Test Information Pamphlet and be prepared for the test by bringing your glasses, etc. Ask questions before the test begins and be sure you understand the format of the AMQT.

FOR EMPLOYEES ONLY: You may contact your local employee development center (e.g. Career Resource Center or SBC Career Center) to inquire about study guides, textbooks, and/or general course information that may help you prepare for the test.

WHAT CAN I DO TO PERFORM MY BEST ON THE TEST?

1. Read questions carefully.
2. Watch out for broad words such as all, always, never, only, and totally.
3. Think - reason out your answer.
4. Key words are important: most, least, often, average, but, or, best, and easiest.
5. Answer questions you are sure of first.
6. Reject immediately those answers you know are incorrect.
7. Don't let spoilers mislead you - those words that make an otherwise true statement false.
8. Don't change your answers unless an obvious mistake has been detected.
9. Be aware of the time (make a mental note of the time when the test begins and pace yourself accordingly).

RETEST INTERVALS

If it should happen that you do not qualify on the AMQT, you may retest at six-month intervals. Test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

SUMMARY

Successful completion of the AMQT qualifies you for possible placement into jobs requiring the test. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

SBC and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA). If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.



BUSINESS SERVICES INSTRUCTOR ASSESSMENT (BSIA) TEST INFORMATION PAMPHLET

WHY DO SBC AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills and abilities to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS THE BUSINESS SERVICES INSTRUCTOR ASSESSMENT (BSIA)?

The BSIA is a role-play exercise designed to measure presentation skills necessary to be an effective instructor.

The BSIA consists of a simulation exercise in which you will be training a "customer" (actually an employment/placement manager) on a variety of custom business phone services. Part of your time will be spent learning these custom services; therefore, no prior knowledge of these services is necessary. On the basis of your performance during the simulated exercise, the manager will be able to evaluate a number of skills needed for successful performance.

You will be provided with background information on custom business phone services to review for 20 minutes. In that time, you should become familiar with those services so that you can describe and explain the features to your "customer." You will then make a 15-minute presentation to the customer and answer any questions s/he might have about the services.

The BSIA process takes approximately 35 minutes.

WHAT CAN I DO TO PREPARE FOR THE ASSESSMENT?

Materials are provided with complete and specific instructions for role-playing. There are no specific materials you should study beforehand in order to prepare yourself. However, if you pay close attention to the supplied instructions and information, you will greatly increase your chances of performing well and displaying your aptitude for the job.

In addition, you may want to practice in the following ways: speak/make presentations to your peers, become a speaker/presenter in a group outside of work (e.g. church group, community group), or head a committee or task force at work

When you are scheduled for the BSIA, you will be given a specific time to report to the testing location. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. Review this Test Information Pamphlet and be prepared for the test by bringing your glasses, etc. Ask questions before the test begins and be sure you understand the format of the BSIA.

FOR EMPLOYEES ONLY: You may contact your local employee development center (e.g. Career Resource Center or SBC Career Center) to inquire about study guides, textbooks, and/or general course information that may help you prepare for the test.

WHAT CAN I DO TO PERFORM MY BEST ON THE ASSESSMENT?

- *Relax.* Be yourself and deal with the customer in your own, natural manner.
- Bear in mind that *you are expected to adapt to different types of people and to deal with others in a socially adept manner.*
- Your communication skills will be assessed so you should *speak clearly and naturally.* Try to avoid sounding stilted or artificial.
- *Get in the role of the job incumbent and stay in this role.* Just as you are in role, so are the assessors, so play along even when it feels artificial. Once the exercise starts, the assessors will be in role and will stay in role. As a result, you won't be able to ask them questions about how to proceed or what you should be doing.
- *Read the background materials carefully and use them appropriately in the exercises.*

RETEST INTERVALS

If it should happen that you do not qualify on the BSIA, you may retest at six-month intervals. Test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

SUMMARY

Successful completion of the BSIA qualifies you for possible placement into jobs requiring the assessment. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

SBC and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA). If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.



CONSULTANT ASSESSMENT PROCESS (CAP) TEST INFORMATION PAMPHLET

WHY DO SBC AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills and abilities to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS THE CONSULTANT ASSESSMENT PROCESS (CAP)?

The CAP is a two step screening process consisting of the Consultant Interview (CI) and the Consultant Telephone Assessment (CTA). You must qualify on the CI prior to taking the CTA.

The CI is a 1-hour structured interview. It consists of questions about what you did in previous situations, **not** what you might do if this situation happened to you.

The CTA is a 2½-hour role-play in which you will assume the role of a consultant in a company similar to ours. Assessors who play the role of customers and employees will assess you. You will need to determine and analyze problems, make decisions, formulate solutions and communicate with others.

Throughout the CAP, you will be assessed on different skills/abilities that have been identified as critical for success.

ORGANIZATION AND EFFICIENCY

The ability to work efficiently in a timely manner; being able to attend to detail, work on more than one task at a time, coordinate implementation plans and track against critical dates, and maintain appropriate documentation.

KNOWLEDGE/UNDERSTANDING TECHNICAL INFORMATION

The ability to understand technical products/services/applications and telecommunications/data systems and resources; knowledge of regulations, proper reference materials, and implementation procedures.

INTERPERSONAL SKILLS

The ability to behave in a helpful, courteous manner, establish rapport with others, and show empathy and patience with others.

FACT FINDING/LISTENING

The ability to listen attentively to questions asked and information provided by others; being able to probe actively to obtain needed information and maintain concentration despite distractions.

CUSTOMER CARE: PROBLEM SOLVING

The ability to identify, recommend, and implement sound solutions to customer's problems; being able to follow up when necessary, set customer expectations, and coordinate effort among team members; strives to achieve customer satisfaction.

ORAL COMMUNICATION

The ability to convey information in a clear, straightforward, and positive manner; being able to speak in a professional and courteous manner, use proper grammar and good speech habits, and adjust pace and style of presentation to the audience.

INFLUENCING AND NEGOTIATING WITH OTHERS

The ability to explain features and benefits to others and respond to objections with sufficient conviction to persuade others; being able to persist appropriately, introduce urgency into the decision-making process, and negotiate to ensure that outcome is a win/win solution.

PROFESSIONALISM

The ability to demonstrate a professional demeanor which is appropriate to each work and customer setting; being able to initiate action, demonstrate professional integrity, take responsibility and accountability, and adapt quickly and easily to change.

WHAT CAN I DO TO PREPARE FOR THE ASSESSMENT?

For the CI, experience on the job is not essential to perform successfully in the interview. During the assessment, try to handle questions the way you think is best. There are no right or wrong answers to any questions. What counts is how you approach the question, your reasoning in answering the question, and the application of knowledge and experience.

For the CTA, materials are provided with complete and specific instructions for role-playing. There are no specific materials you should study beforehand in order to prepare yourself. However, if you pay close attention to the supplied instructions and information, you will greatly increase your chances of performing well and displaying your aptitude for the job.

When you are scheduled for the CAP, you will be given a specific time to report to the assessment location. Try to arrive at the location at least 15 minutes before your scheduled assessment time to give yourself time to relax before the assessment begins. Review this Test Information Pamphlet and be prepared for the assessment by bringing your glasses, etc. Ask questions before the assessment begins and be sure you understand the format of the CAP.

FOR EMPLOYEES ONLY: You may contact your local employee development center (e.g. Career Resource Center or SBC Career Center) to inquire about study guides, textbooks, and/or general course information that may help you prepare for the test.

WHAT CAN I DO TO PERFORM MY BEST ON THE ASSESSMENT?

CONSULTANT INTERVIEW

- Know your background and experiences and be able to discuss them in detail.
- Listen to the questions and be sure you understand exactly what is asked.
- Think through your answer before responding to each question.
- Answer questions directly and to the point – discuss only the facts needed to satisfy the question.

CONSULTANT TELEPHONE ASSESSMENT

- *Relax.* Be yourself and deal with the customer in your own, natural manner.
- Bear in mind that *you are expected to adapt to different types of people and to deal with others in a socially adept manner.*
- Your communication skills will be assessed so you should *speak clearly and naturally.* Try to avoid sounding stilted or artificial.
- *Get in the role of the job incumbent and stay in this role.* Just as you are in role, so are the assessors, so play along even when it feels artificial. Once the exercise starts, the assessors will be in role and will stay in role. As a result, you won't be able to ask them questions about how to proceed or what you should be doing.
- *Read the background materials carefully and use them appropriately in the exercises.*

RETEST INTERVALS

If it should happen that you do not qualify on the CI, you may initially retest after six months. Subsequent retests are at one-year intervals. If you do not qualify on the CTA, you will be allowed two additional retests at one-year intervals. Prior assessment on any Communications Consultant screening process counts toward the applicable number of retests and intervals. Test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

SUMMARY

Successful completion of the CAP qualifies you for possible placement into jobs requiring the assessment. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

SBC and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA). If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.



CUSTOMER SERVICE ASSESSMENT (CSA) TEST INFORMATION PAMPHLET

WHY DO SBC AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills and abilities to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS THE CUSTOMER SERVICE ASSESSMENT (CSA)?

The CSA is composed of three modules. Each module contains a structured set of questions designed to assess various job-related skills and abilities such as communication, working with others, and dealing with customer requests and concerns, etc. The purpose of these questions is to evaluate your readiness to function in Customer Service, Sales, or Collections types of jobs. The specific assessment module(s) you will be required to take will be determined by the particular job title you are applying for.

During the assessment you will be asked questions about how you handled situations or solved problems in the past. An example of a typical question is, "Tell me about a time when you solved a problem in a way that particularly pleased a customer."

You may also be asked to describe how you would handle hypothetical situations. An example of a typical question is, "Suppose a customer called complaining about a product she purchased from your company through the phone. She received the wrong product. How would you handle this situation?"

The Customer Service Assessment process takes approximately 45 to 60 minutes.

In Ameritech only: If you are testing for a bilingual position, the CSA Sales module is administered in that language (Spanish or Polish).

WHAT CAN I DO TO PREPARE FOR THE ASSESSMENT?

Experience on the job is not essential to perform successfully in the assessment. Although some of the questions refer to Sales/Service/Collections job functions, the information is discussed at a general level. Therefore, specific experience in a certain job function is not required to effectively answer the assessment questions. In many cases, you may refer to and explain experiences you gained outside of work (e.g., in school, community organizations, etc.) that pertain to the question at hand.

During the assessment, try to answer questions to the best of your ability. What counts is how you approach the question, your reasoning in answering the question, and the application of knowledge and experience.

If you are testing for a bilingual position, you may want to check into language courses that may be available through local schools and universities or check the language section of libraries or local bookstores for improvement, self-help, or tutoring courses.

When you are scheduled for the CSA, you will be given a specific time to report to the testing location. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. Review this Test Information Pamphlet and be prepared for the test by bringing your glasses, etc. Ask questions before the assessment begins and be sure you understand the format of the CSA.

FOR EMPLOYEES ONLY: You may contact your local employee development center (e.g. Career Resource Center or SBC Career Center) to inquire about study guides, textbooks, and/or general course information that may help you prepare for the test.

WHAT CAN I DO TO PERFORM MY BEST ON THE ASSESSMENT?

- Think about your background and experience before going to the assessment, and be prepared to discuss them in detail
- Listen to the questions and be sure you understand exactly what is asked.
- Think through your answer before responding to each question.
- Answer questions directly and to the point – discuss only the facts needed to satisfy the question.

RETEST INTERVALS

If it should happen that you do not qualify on the CSA, you may initially retest after six months. Subsequent retests are at one-year intervals. Test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

TEST CODES (AIT ONLY)

Core/Service: 0850
Sales: 0855
Sales (Spanish): 0856
Sales (Polish): 0857
Collections: 0860

SUMMARY

Successful completion of the CSA qualifies you for possible placement into jobs requiring the assessment. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

SBC and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA). If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.



CUSTOMER SERVICE REPRESENTATIVE MINICOURSE (CSR-MC) TEST INFORMATION PAMPHLET

WHY DO SBC AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills and abilities to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS THE CUSTOMER SERVICE REPRESENTATIVE MINICOURSE (CSR-MC)?

The purpose of the CSR-MC is to identify those individuals who will most likely perform satisfactorily in the formal training courses and on the job after completion of the formal training.

The minicourse consists of four lessons, and is a test about maintenance testing systems. The minicourse gives you the opportunity to learn some of the things that are necessary to work with these systems. The complete training for these jobs usually requires extensive formal classroom training. However, you will only cover a small part of the total learning material that is required to perform the job. Brief descriptions of the four lessons are provided below.

BASIC TELEPHONE SYSTEM COMPONENTS

This lesson is designed to teach you the three divisions of the telephone circuit. The components of the three divisions are introduced and described with an emphasis on their interrelationships.

INTRODUCTION TO THE MAINTENANCE SYSTEM

The purpose of this lesson is to teach you the fundamentals of the maintenance system. The maintenance system handles problems that customers have with their telephone service.

TROUBLE CONDITIONS AND SERVICE PROBLEMS

This lesson is designed to teach you some basic principles of electricity as they relate to telephone systems. You will be introduced to four common trouble conditions that arise in telephone circuits as well as some of the service problems that result from these faults.

PROCESSING TROUBLE REPORTS

The purpose of this lesson is to teach you the procedure involved in processing trouble reports. The exercise is designed to simulate this important aspect of the job. You will be presented with a series of simplified reports listing information about a telephone circuit and a service problem affecting that circuit. Your task in this lesson is to use this information in following a decision guide to determine the appropriate corrective action for clearing the circuit trouble.

Each of the four lessons making up the CSR-MC has a workbook containing study materials. There is a test on Lessons 1, 2, and 3 at the end of Lesson 3 and another on Lesson 4 at the end of that lesson. The workbook for each lesson provides you with a lesson objective, study material, and review questions.

You will be allotted a specific amount of time to study the lessons and to take the tests. The amount of time will vary by lesson and test. The total course takes approximately 3 hours.

WHAT CAN I DO TO PREPARE FOR THE TEST?

All information necessary to complete the CSR-MC is provided. There are no specific materials you should study in order to prepare yourself. However, you may want to do some “mental preparation” for the test by practicing reading information and trying to remember details about it, as this is what you will be required to do during the minicourse.

To do this, choose a newspaper article, something you would normally skip over. Then read it as you usually would. Now read it again, this time read it more slowly, keeping in mind five words:

WHO, WHAT, WHEN, WHERE, WHY

When you are done reading the article, set it aside and try to answer these questions:

WHO was the story about?
WHAT information did the story contain?
WHEN did the story happen?
WHERE did it take place?
WHY was the story newsworthy?

If you are able to answer these questions without referring back to the article, then you have comprehended it. Comprehension, while reading at a good pace will be important when you are taking the minicourse. Keep practicing this skill using other materials until you feel comfortable.

When you are scheduled for the CSR-MC, you will be given a specific time to report to the testing location. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. Review the Test Information Pamphlet and be prepared for the test by bringing your glasses, etc. Ask questions before the test begins and be sure you understand the format of the CSR-MC.

FOR EMPLOYEES ONLY: You may contact your local employee development center (e.g. Career Resource Center or SBC Career Center) to inquire about study guides, textbooks, and/or general course information that may help you prepare for the test.

WHAT CAN I DO TO PERFORM MY BEST ON THE TEST?

Understanding the study materials is essential to correctly answering the test questions. The information will contain rules and examples which focus on the intent of the study material. Never skip over the rules or the examples (graphs, charts, illustrations, etc.). They are used to emphasize or clarify important points.

Each lesson will contain review questions with the correct answers listed on the next page. These questions have been specifically designed to give you an opportunity to see how well you have been able to read and remember up to that point in the lesson and give you a preview of the content of the questions that will appear on the final test.

Review questions often require you to write in the answer. There is a reason for this - studies have shown that people increase their ability to remember when they write things down. For example, if you see a review question that says "Widgets have _____ sides", and you write in the word "six", chances are you will be able to recall that if it appears on the final test. Don't cheat yourself by looking at the answers. If you do look at the answers, you won't know whether or not you really understand the question until you are actually taking the test.

ADDITIONAL TIPS

1. Read questions carefully.
2. Watch out for broad words such as all, always, never, only, and totally.
3. Think - reason out your answer.
4. Key words are important: most, least, often, average, but, or, best, and easiest.
5. Answer questions you are sure of first.
6. Reject immediately those answers you know are incorrect.
7. Don't let spoilers mislead you - those words that make an otherwise true statement false.
8. Don't change your answers unless an obvious mistake has been detected.
9. Be aware of the time (make a mental note of the time when the test begins and pace yourself accordingly).

RETEST INTERVALS

If it should happen that you do not qualify on the CSR-MC, you may retest at one-year intervals. Test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

SUMMARY

Successful completion of the CSR-MC qualifies you for possible placement into jobs requiring the test. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

SBC and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA). If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.



SBC Communications Inc.
And Participating Companies

DIGITAL CABLE TECHNOLOGIES MINICOURSE (DCT-MC) PREPARATION GUIDE

WHY DO SBC AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills and abilities to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS THE DCT-MC?

The DCT-MC consists of four lessons covering the following topics:

1. Introduction to Fiber Optic Transmission Systems - This module provides a basic introduction to the equipment and theory involved in Lightwave Transmission Systems. This module is composed of three sections: (1) A brief discussion of the role of light as a means of communication; (2) A summary of the fundamentals of Optical Fibers; and (3) A description of Lightwave Transmission Systems.
2. Introduction to Digital Multiplexing - This module provides a basic introduction to the equipment and theory associated with advanced loop electronics. In this module, you will learn about advanced carrier systems and the transmission of digital signals. This module is composed of three sections: (1) A brief discussion of the need for Subscriber Loop Carrier Systems in Telephone Company operations; (2) A description of the principal components of a Carrier System; and (3) An explanation of Digital Signals and Digital Multiplexing.
3. Basic Electronics and Circuit Reading - This module provides an introduction to the Basic Electrical Concepts involved in Transmission Systems. In addition to teaching you how to use these fundamental concepts, this module will also provide an introduction to the reading and interpreting of schematic diagrams. This module is composed of five sections: (1) An introduction to the basic components of electric circuits; (2) A description of the fundamental concepts of electricity; (3) An explanation of the relationship between these concepts; (4) A series of practice exercises involving calculations of missing values; and (5) A summary of Schematic Diagram Reading.
4. Acceptance Testing and Troubleshooting Procedures - This module teaches you to use written procedures presented in the form of flow charts. In this module, you will learn to follow abbreviated procedures of the type used in actual Digital Cable Technologies work. In addition, this module will teach you the correct responses to work orders by referring you to test results and other references.

The total time required for the DCT-MC is 210 minutes (3½ hours), excluding instructions. Each of the four study lessons and each final test will be timed separately as shown on the following chart.

LESSON COMPONENT	MINUTES	
	STUDY LESSON	FINAL TEST
1. Introduction to Fiber Optic Transmission Systems	30	8
2. Introduction to Digital Multiplexing	30	7
3. Basic Electronics and Circuit Reading	50	15
4. Acceptance Testing and Troubleshooting Procedures	30	40

You must answer at least 60% of the questions correctly on each module before proceeding to the next module. In addition, your overall score will be determined by the number of correct answers you get on the final tests. The percentage needed to qualify on the entire course is approximately 75%.

TEST DESCRIPTION

Each of the four lessons making up the DCT-MC has a workbook containing study materials and a final test at the end of each lesson.

The workbook for each lesson provides you with:

OBJECTIVES

At the beginning of each lesson, there will be a statement that says "Upon completion of this lesson, you will be able to ..." This statement is the objective of the lesson - it tells you what is important and what you will be tested on. You should read and remember each lesson's objective.

STUDY MATERIAL

The study material contains information that supports the objectives of the lesson. Understanding this supporting information is essential to correctly answering the test questions. The information will contain rules and examples which focus on the intent of the study material. Never skip over the rules or the examples (graphs, charts, illustrations, etc.). They are used to emphasize or clarify important points.

REVIEW QUESTIONS

Each lesson will contain review questions with the correct answers listed on the next page. These questions have been specifically designed to give you an opportunity to see how well you have been able to READ and REMEMBER up to that point in the lesson and give you a preview of the content of the questions that will appear on the final test.

Review questions often require you to write in the answer. There is a reason for this - studies have shown that people increase their ability to REMEMBER when they write things down. For example, if you see a review question that says "Widgets have _____ sides", and you write in the word "six", chances are you will be able to recall that if it appears on the final test. Don't cheat yourself by looking at the answers. If you do look at the answers, you won't know whether or not you really understand the question until you are actually taking the test.

WHAT CAN I DO TO PREPARE FOR THE TEST?

When you are scheduled for the DCT-MC, you will be given a specific time to report to the testing location. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. Review the Test Preparation Guide and be prepared for the test by bringing your glasses, etc. Ask questions before the test begins and be sure you understand the format of the DCT-MC.

You may also want to mentally prepare for the Minicourse. What do we mean by mental preparation? There are two words in the study material of the Minicourse: READ and REMEMBER. It takes mental discipline to read and remember things someone else has chosen for you.

There are ways to "practice" mental discipline. First, choose a newspaper article, something you would normally skip over. Next, read the article as you usually would. Then read it again, but this time read it differently. Slowly read every word - don't skip words such as "the" or "and" or anything else. Read it a third time. This time, keep five words in mind as you read:

WHO, WHAT, WHY, WHERE, WHEN.

Write them down if necessary. When you are finished reading it a third time, set the article aside and try to answer these questions:

WHO was the story about?
 WHAT information did the story contain?
 WHY was the story newsworthy?
 WHERE did the story take place?
 WHEN did it happen?

If you are able to answer those questions without referring to the article, then you have comprehended it. Comprehension, while reading at a good pace is critical.

This is not a one-time thing. Practice it as many times as you can using books, magazines, newspapers or textbooks. You will soon get to the point where it becomes second nature to REMEMBER what you have READ.

FOR EMPLOYEES ONLY: You may contact your local Career Resource Center to inquire about study guides, textbooks and/or general course information that may help you prepare for the test.

RETEST INTERVALS

If it should happen that you do not qualify on the DCT-MC, you may retest in one year. Subsequent retests are also at one-year intervals. Test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

SUMMARY

Successful completion of the DCT-MC is the first step in qualifying for possible placement into the Cable Splicing Technician and Customer Services Technician positions. You must also qualify on the Manual Dexterity and Physical Performance Tests.

You may contact your local Placement Bureau or Career Resource Center if you have any questions or need additional information.

SBC and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA). If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.



EXCEL SKILLS TEST (EST) TEST INFORMATION PAMPHLET

WHY DO SBC AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills and abilities to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS THE EXCEL SKILLS TEST (EST)?

The EST is a timed skill test measuring knowledge of and ability to perform Excel functions. It is designed to determine an individual's ability to understand and perform Excel functions using a computer keyboard and mouse.

The test is comprised of a 5-minute instructional period, a 10-minute tutorial period, and a 15-minute test period.

The test takes approximately 30 minutes to complete.

WHAT CAN I DO TO PREPARE FOR THE TEST?

All information necessary to complete the EST is provided. There are no specific materials you should study in order to prepare yourself. However, if you pay close attention to the instructions, you will increase your chances of performing well and thus show your aptitude for the job. You may also wish to practice using various Microsoft Excel functions.

When you are scheduled for the EST, you will be given a specific time to report to the testing location. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. Review this Test Information Pamphlet and be prepared for the test by bringing your glasses, etc. Ask questions before the test begins and be sure you understand the format of the EST.

FOR EMPLOYEES ONLY: You may contact your local employee development center (e.g. Career Resource Center or SBC Career Center) to inquire about study guides, textbooks, and/or general course information that may help you prepare for the test.

RETEST INTERVALS

If it should happen that you do not qualify on the EST, you may initially retest after one week. A second retest is allowed after one month. Subsequent retests are at three-month intervals. If twelve months or more have elapsed since your previous test, the retest interval starts over. Qualifying scores on the EST are valid for five years. Test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

SUMMARY

Successful completion of the EST qualifies you for possible placement into jobs requiring the test. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

SBC and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA). If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.



FACILITIES ASSIGNMENT AND CONTROL SYSTEMS/ LOOP ASSIGNMENT CENTER MINICOURSE (FL-MC) [SOUTHWESTERN BELL REGION] TEST INFORMATION PAMPHLET

WHY DO SBC AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills and abilities to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS THE FACILITIES ASSIGNMENT AND CONTROL SYSTEMS/ LOOP ASSIGNMENT CENTER MINICOURSE (FL-MC)?

The purpose of the FL-MC is to identify those individuals who will most likely perform satisfactorily in the formal training courses and on the job after completion of the formal training.

The minicourse consists of four lessons about the mechanized Loop Assignment Center (LAC) Environment using the Facilities Assignment and Control System (FACS). The minicourse gives you the opportunity to learn some of the things that are necessary to work in the FACS environment. The complete training for these jobs usually requires extensive formal training. However, you will only cover a small part of the total learning material that is required to perform these jobs. All instructional material will be furnished. Brief descriptions of the four lessons are provided below.

INTRODUCTION TO SERVICE PROVISIONING

This lesson discusses the different parts of the complete telephone circuit, and how outside plant and central office facilities must be determined to meet the requirements of a service order.

INTRODUCTION TO FACS

The purpose of this lesson is to explain the different components of the FACS and how service order provisioning is accomplished in FACS. The lesson discusses how personnel assist FACS when facilities cannot be assigned automatically.

LOOP ASSIGNMENT TRANSACTIONS

This lesson provides an overview of how to use computer terminals to work with the various components of FACS, using formatted data screens and commands.

RESOLVING RMAS

Requests for Manual Assistance (RMA) are made when FACS requires manual intervention. This lesson presents a set of typical problems and how they are solved.

Each of the four lessons making up the FL-MC has a workbook containing study materials and a final test at the end of each lesson. The workbook for each lesson provides you with a lesson objective, study material, and review questions.

You will be allotted a specific amount of time to study the lessons and to take the tests. The amount of time will vary by lesson and test. The total course takes approximately 3 hours and 20 minutes.

WHAT CAN I DO TO PREPARE FOR THE TEST?

All information necessary to complete the FL-MC is provided. There are no specific materials you should study in order to prepare yourself. However, you may want to do some “mental preparation” for the test by practicing reading information and trying to remember details about it, as this is what you will be required to do during the minicourse.

To do this, choose a newspaper article, something you would normally skip over. Then read it as you usually would. Now read it again, this time read it more slowly, keeping in mind five words:

WHO, WHAT, WHEN, WHERE, WHY

When you are done reading the article, set it aside and try to answer these questions:

WHO was the story about?
 WHAT information did the story contain?
 WHEN did the story happen?
 WHERE did it take place?
 WHY was the story newsworthy?

If you are able to answer these questions without referring back to the article, then you have comprehended it. Comprehension, while reading at a good pace will be important when you are taking the minicourse. Keep practicing this skill using other materials until you feel comfortable.

When you are scheduled for the FL-MC, you will be given a specific time to report to the testing location. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. Review this Test Information Pamphlet and be prepared for the test by bringing your glasses, etc. Ask questions before the test begins and be sure you understand the format of the FL-MC.

FOR EMPLOYEES ONLY: You may contact your local employee development center (e.g. Career Resource Center or SBC Career Center) to inquire about study guides, textbooks, and/or general course information that may help you prepare for the test.

WHAT CAN I DO TO PERFORM MY BEST ON THE TEST?

Understanding the study materials is essential to correctly answering the test questions. The information will contain rules and examples which focus on the intent of the study material. Never skip over the rules or the examples (graphs, charts, illustrations, etc.). They are used to emphasize or clarify important points.

Each lesson will contain review questions with the correct answers listed on the next page. These questions have been specifically designed to give you an opportunity to see how well you have been able to read and remember up to that point in the lesson and give you a preview of the content of the questions that will appear on the final test.

Review questions often require you to write in the answer. There is a reason for this - studies have shown that people increase their ability to remember when they write things down. For example, if you see a review question that says "Widgets have _____ sides", and you write in the word "six", chances are you will be able to recall that if it appears on the final test. Don't cheat yourself by looking at the answers. If you do look at the answers, you won't know whether or not you really understand the question until you are actually taking the test.

ADDITIONAL TIPS

1. Read questions carefully.
2. Watch out for broad words such as all, always, never, only, and totally.
3. Think - reason out your answer.
4. Key words are important: most, least, often, average, but, or, best, and easiest.
5. Answer questions you are sure of first.
6. Reject immediately those answers you know are incorrect.
7. Don't let spoilers mislead you - those words that make an otherwise true statement false.
8. Don't change your answers unless an obvious mistake has been detected.
9. Be aware of the time (make a mental note of the time when the test begins and pace yourself accordingly).

RETEST INTERVALS

If it should happen that you do not qualify on the FL-MC, you may retest at one-year intervals. Test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

SUMMARY

Successful completion of the FL-MC qualifies you for possible placement into jobs requiring the test. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

SBC and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA). If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.



GENERAL TEST TAKING TIPS TEST INFORMATION PAMPHLET

WHY DO SBC AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills and abilities to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to help identify people best suited for our job openings.

HOW CAN I PERFORM MY BEST WHEN I TEST?

You will increase your chances of obtaining your best possible score if you spend time preparing for tests. This includes finding out as much as possible about the test ahead of time, paying proper attention to your physical well-being before the test, taking care to avoid becoming overly anxious about the test and using a good test taking strategy. Preparation in these areas will help you perform your best on the test.

Finding Out About the Test

Review the Test Information Pamphlet (TIP) provided for the test you will be taking. The TIPs include an overview of the test, information on how to prepare and do your best on the test, and the length of time each test requires.

Paying Proper Attention to Your Mental and Physical Well-Being

Tests of mental ability and physical well-being are interrelated, therefore you will need to prepare yourself both mentally and physically if you are to perform to your maximum potential on the tests. This means you should try to overcome any test-taking anxiety and also prepare yourself physically for the day you take the tests.

Dealing With Test Anxiety

Anxiety is often caused by fear of the unknown. Careful preparation to familiarize yourself with what to expect when the tests are administered should help minimize this. Help is also available in the form of books and recordings which offer relaxation techniques. Some books deal specifically with test taking anxiety.

Preparing Yourself Physically

Your physical well-being can have a substantial impact on your test score. It is important to pay proper attention to preparing yourself physically for the day of the test. This means you should make sure that you eat properly for at least several days before the test. Avoid junk food and concentrate on a diet that is well balanced and rich in the required vitamins and minerals.

Avoid tranquilizers and stimulants, especially on the day of the test. Tranquilizers may help to relieve some of your anxiety, but on the day of the test some anxiety is preferable to the numbing effects of tranquilizers. Likewise, stimulants should be avoided, even though you may think that a lot of black coffee or other types of stimulants will make you extra sharp.

It is also extremely important that you get a good night's sleep before the test. This may seem obvious, but it is one of the most neglected aspects of test preparation.

Finally, it is advisable not to drink a lot of liquids or eat a big meal before a test. Both may seriously affect your concentration and prevent you from obtaining your maximum potential score on the tests.

There are common sense guidelines for the day you take the tests. Although these points may seem obvious, it is attention to details such as these that will increase your probability of performing well on the test.

Before The Test Begins

Arrive early. When you enter the test room, pick a seat where you feel comfortable. Settle into the seat and put your things away. Try to relax, but concentrate on the test you are about to take. Put outside distractions out of your mind. Give the test you are about to take your complete attention.

Listening Carefully

The Test Facilitator will provide you with complete and detailed instructions for taking each test. Be sure you pay close attention to what this person has to say. Do not read ahead because you may miss something very important. If you do not hear or do not understand the directions, ask the Test Facilitator to repeat them. It is extremely important that you completely understand the directions before the test begins.

FOR EMPLOYEES ONLY: You may contact your local employee development center (e.g. Career Resource Center or SBC Career Center) to inquire about study guides, textbooks, and/or general course information that may help you prepare.

SBC and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA). If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.



KEYBOARDING SKILLS TEST (KST) TEST INFORMATION PAMPHLET

WHY DO SBC AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills and abilities to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS THE KEYBOARDING SKILLS TEST (KST)?

The KST is a timed skill test measuring alphanumeric and numeric keystroke speed and accuracy. It is designed to determine an individual's ability to enter alphanumeric and numeric data on fixed-field formatted screens. Your performance on the KST is reflected in the Net Keystrokes Per Hour (NKPH) that you type. In order to qualify on the KST, your NKPH must be 3240.0 – 4799.9 for Level 1 and 4800.0 or higher for Level 2.

The test is comprised of a 5-minute instructional period, a 2-minute practice period, and a 5-minute test period.

The test takes approximately 12 minutes to complete.

WHAT CAN I DO TO PREPARE FOR THE TEST?

All information necessary to complete the KST is provided. There are no specific materials you should study in order to prepare yourself. However, if you pay close attention to the instructions, you will increase your chances of performing well and thus show your aptitude for the job. You may also wish to practice typing information into a computer to hone your skills.

When you are scheduled for the KST, you will be given a specific time to report to the testing location. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. Review this Test Information Pamphlet and be prepared for the test by bringing your glasses, etc. Ask questions before the test begins and be sure you understand the format of the KST.

FOR EMPLOYEES ONLY: You may contact your local employee development center (e.g. Career Resource Center or SBC Career Center) to inquire about study guides, textbooks, and/or general course information that may help you prepare for the test.

RETEST INTERVALS

If it should happen that you do not qualify on the KST, you may initially retest after one week. A second retest is allowed after one month. Subsequent retests are at three-month intervals. If twelve months or more have elapsed since your previous test, the retest interval starts over. Qualifying scores on the KST are valid for five years. Test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

SUMMARY

Successful completion of the KST at the appropriate level qualifies you for possible placement into jobs requiring the test. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

SBC and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA). If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.



OPERATOR SPELLING TEST TEST INFORMATION PAMPHLET

WHY DO SBC AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills and abilities to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS THE OPERATOR SPELLING TEST?

The Operator Spelling Test consists of 30 items that measure your ability to spell correctly. The test takes approximately 13 minutes to complete.

For each item in the test, you will hear a word from a cassette tape followed by a sentence in which the word is used. Then, the word will be repeated. At this point, you will be required to indicate the first four letters of the item on your answer sheet.

The answer sheet has four rows of the complete alphabet listed for each item. You will be required to completely darken the circle of each letter that corresponds to the first four letters of the item given. The square boxes at the top of each column may be used to write the letters of the item, if you so desire.

Example:

Accounting. The department of accounting is responsible for bookkeeping in this company. Accounting.

The first four letters of the word accounting are "A", "C", "C" and "O". Therefore, you should completely darken the circle surrounding the letter "A" in the first column, the letter "C" in the second and third columns, and the letter "O" in the fourth column.

WHAT CAN I DO TO PREPARE FOR THE TEST?

When you are scheduled for the Operator Spelling Test, you will be given a specific time to report to the testing location. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. Review this Test Preparation Guide and be prepared for the test by bringing your glasses, etc. Ask questions before the test begins and be sure you understand the format of the Operator Spelling Test.

FOR EMPLOYEES ONLY: You may contact your local employee development center (e.g. Career Resource Center or SBC Career Center) to inquire about study guides, textbooks, and/or general course information that may help you prepare for the test.

RETEST INTERVALS

If it should happen that you do not qualify on the Operator Spelling Test, you may retest at six-month intervals. Test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

SUMMARY

Successful completion of the Operator Spelling Test qualifies you for possible placement into jobs requiring the test. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

SBC and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA). If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.



ORAL PROFICIENCY INTERVIEW (OPI) TEST INFORMATION PAMPHLET

WHY DO SBC AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills and abilities to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS THE ORAL PROFICIENCY INTERVIEW (OPI)?

The Oral Proficiency Interview (OPI) is a standardized procedure for assessing your speaking ability. The OPI measures how well you speak a language.

The OPI is conducted via the telephone where a qualified language proficiency "tester" will ask you a series of questions in the language in which you need to be proficient. You will be required to respond in the target language to those questions. These questions are designed to measure both your understanding of the target language as well as your verbal fluency in the language.

During the OPI, you may be asked general questions about your interests, experiences and possibly, current events. You will also be asked to take part in a role-play. Role-plays often allow you to better demonstrate your language proficiency.

It is important that you participate as much as you can. This allows the tester to obtain a more complete assessment of your language proficiency. If, during the course of the OPI, the tester introduces a topic that you do not want to discuss, you should say so. If this happens, you may need to suggest alternative topics that you're willing to discuss. Once again, you should be an active participant in the interview.

The tester is only evaluating you on how well you speak the language, not your actual opinions. So the content of your answers, responses or opinions, does not affect your final rating. You will be assessed on your ability to speak the standard form of the language without using English or slang. Your overall ability to communicate orally in the target language is the only skill being assessed. The Employment Office will only be given your final rating. The actual content of the interview is strictly confidential.

Keep in mind that there are different standards for proficiency that must be met depending on the position you are applying for and which language is being assessed.

Administered by an independent testing company, the OPI is a 15-30 minute tape-recorded conversation between you and a certified language proficiency tester.

WHAT CAN I DO TO PREPARE FOR THE INTERVIEW?

You may want to check into language courses that may be available through local schools and universities, or check the language section of libraries or local bookstores for improvement, self-help, or tutoring courses.

When you are scheduled for the OPI, you will be given a specific time to report to the testing location. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. Review this Test Information Pamphlet and be prepared for the test by bringing your glasses, etc. Ask questions before the test begins and be sure you understand the format of the OPI.

FOR EMPLOYEES ONLY: You may contact your local employee development center (e.g. Career Resource Center or SBC Career Center) to inquire about study guides, textbooks, and/or general course information that may help you prepare for the test.

RETEST INTERVALS

If it should happen that you do not qualify on the OPI, you may initially retest after six months. Subsequent retests are at one-year intervals. Test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

TEST CODES (AIT ONLY)

Spanish: 3570

SUMMARY

Successful completion of the OPI qualifies you for possible placement into jobs requiring the interview. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

SBC and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA). If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.



ORAL TYPING SKILLS TEST (OTST) TEST INFORMATION PAMPHLET

WHY DO SBC AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills and abilities to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS THE ORAL TYPING SKILLS TEST (OTST)?

The OTST is a timed skill test measuring your ability to quickly and accurately type text that is being read aloud to you. Your performance on the OTST is reflected in the Words Per Minute (WPM) that you type. In order to qualify on the OTST, your WPM must be 60.0 or higher.

The test is comprised of a 5-minute instructional period, a 2-minute warm-up period, and a 5-minute test period.

The entire test takes approximately 12 minutes to complete.

WHAT CAN I DO TO PREPARE FOR THE TEST?

All information necessary to complete the OTST is provided by the computer. There are no specific materials you should study in order to prepare yourself. However, if you pay close attention to the instructions, you will increase your chances of performing well and thus show your aptitude for the job. You may also want to practice typing information into a computer while listening to the television or radio. Try to type in what the person is saying.

When you are scheduled for the OTST, you will be given a specific time to report to the testing location. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. Review this Test Information Pamphlet and be prepared for the test by bringing your glasses, etc. Ask questions before the test begins and be sure you understand the format of the OTST.

FOR EMPLOYEES ONLY: You may contact your local employee development center (e.g. Career Resource Center or SBC Career Center) to inquire about study guides, textbooks, and/or general course information that may help you prepare for the test.

RETEST INTERVALS

If it should happen that you do not qualify on the OTST, you may initially retest after one week. A second retest is allowed after one month. Subsequent retests are at three-month intervals. If twelve months or more have elapsed since your previous test, the retest interval starts over. Qualifying scores on the OTST are valid for five years. Test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

TEST CODE (AIT ONLY)

2850

SUMMARY

Successful completion of the OTST qualifies you for possible placement into jobs requiring the test. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

SBC and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA). If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.



PHYSICAL PERFORMANCE TEST (PPT) TEST INFORMATION PAMPHLET

WHY DO SBC AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills and abilities to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS THE PHYSICAL PERFORMANCE TEST (PPT)?

The PPT is composed of four tests that evaluate your capabilities in relation to the physical demands of particular jobs. You must meet minimum qualifying scores on each of the four tests in order to qualify. Qualifying scores on the PPT are valid for six months. If you are not placed on a job within six months of qualification on the PPT, you must test again.

Prior to taking the PPT, your blood pressure and heart rate will be checked to determine if you meet acceptable levels in order to be tested. It is recommended that you refrain from eating, smoking or chewing tobacco, and drinking caffeinated liquids for 3 hours prior to testing as these activities may adversely affect your performance on the blood pressure screening and/or the PPT.

You should wear clothing appropriate for physical testing, such as comfortable slacks, sweatpants or shorts, a short sleeved shirt, and sneakers or flat-soled shoes.

BLOOD PRESSURE SCREENING

Your blood pressure and heart rate will be measured before you begin testing on the PPT. Your blood pressure must register 160/100 or lower, and your heart rate must register 100 or lower in order for you to test on the PPT. If, after a maximum of three readings, your blood pressure and/or heart rate does not meet acceptable levels for testing, you will not be administered the PPT.

You may, however, obtain a medical release from your physician in order to test on the PPT. You will not be considered for openings until you provide a release; and if you fail to provide a release within thirty days of your original test date, your Job Vacancy Request(s) for jobs requiring the PPT will be disqualified.

WARM-UP EXERCISES

If your blood pressure and heart rate meet acceptable levels, you will begin testing by performing a series of warm-up exercises.

The first warm-up exercise will be the Hamstring Stretch. The figure below illustrates proper positioning for performing the stretch.

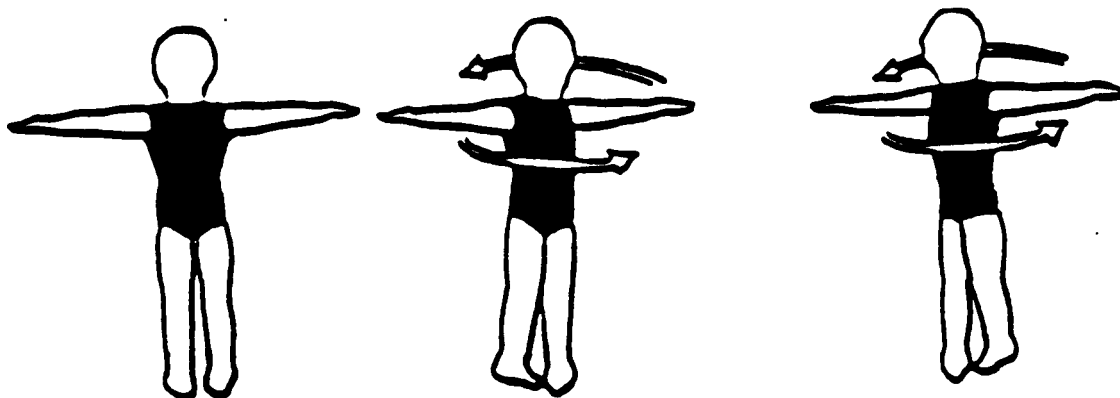


You begin by sitting on the floor with your legs straight and spread as far apart as possible. Your feet should be perpendicular to the floor with your toes pointed upward. You will slowly reach forward toward the left foot with both arms, while keeping your back flat and moving your chest toward your left knee.

Keeping your head up, your back flat and your toes pointed upward, you will bend at the hips to move your chest toward your left knee. You will attempt to reach down the left leg as far as possible until you feel a stretch in the back of your thigh, keeping your buttocks flat on the floor.

You will hold the stretch position for 10 to 20 seconds. You should feel a stretch in your hamstrings. If not, check to see that you are bending at the hips and not rounding the back. You may also attempt to reach further down the leg to feel the stretch. You will repeat this exercise three times for each leg.

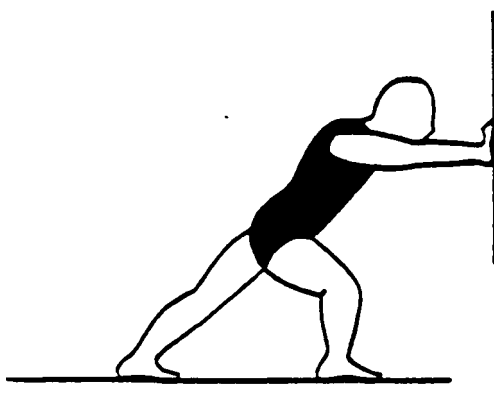
The second warm-up exercise is the Body Twister. The figure below illustrates proper positioning for performing the exercise.



You will begin with the right side of the body at least an arm's length away from a wall. You will stand erect with your feet shoulder width apart, keeping your arms straight at your sides at shoulder height. Slowly twisting your upper body to the left, you will keep your arms extended at shoulder height. As you twist to the left, allow only the right heel to come off the floor. Twist as far to the left as possible, attempting to touch the wall with your left hand.

You will hold the stretch in a comfortable position for 10 to 20 seconds. You should feel the stretch in your trunk and shoulders. If not, slowly attempt to twist a little further. You should not feel any strain in your back or knees. You will repeat the exercise three times on each side of your body.

The third warm-up exercise is the Heel Cord Stretch. The figure below illustrates the proper positioning for performing the stretch.

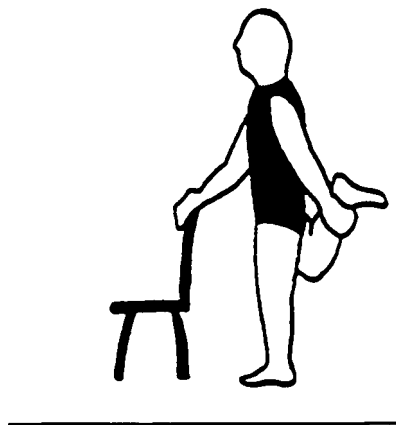


You begin by facing the wall at approximately arm's length away. Place your hands on the wall at shoulder height, stepping back with one leg while keeping the leg straight but allowing your other leg to bend. Keep both heels on the floor and both feet pointed directly toward the wall.

You will continue to bend the forward leg as you slowly lean to the wall and continue to lean forward until you feel a stretch in your calf.

You will hold this position for 10 to 20 seconds and should feel a stretch in the Achilles tendon and calf. If not, you will need to make sure your toes are pointing directly toward the wall or you may have to also lean further into the wall to obtain a stretch. You will repeat the exercise three times for each leg.

The final warm-up exercise is the Quadriceps Stretch. The figure below illustrates proper positioning for performing the exercise.

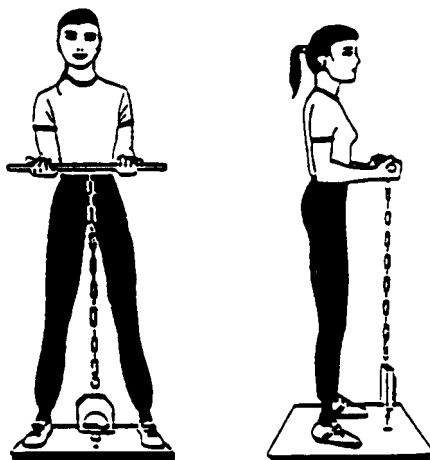


You will begin by standing erect with your feet shoulder width apart and grasp a stable surface (the back of a chair or a table) with your right hand. You will bend the knee of your right leg so you can grasp your right foot behind you with your left hand. Slowly and gently, you will pull your right heel upward toward your buttocks as you move your bent leg back.

You will hold this position for 10 to 20 seconds and should feel the stretch in the front of your thigh and across your hip joint. If not, you will continue to gently pull the bent leg back and upward as you push forward with the right hip. You will repeat the exercise three times for each leg.

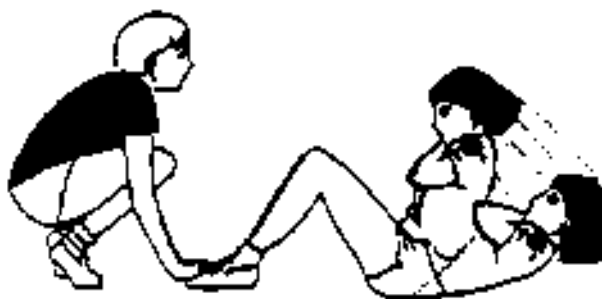
TEST COMPONENTS

The first component of the PPT is the arm lift. The figure below illustrates proper positioning for performing the arm lift.



The purpose of this test is to determine the maximum force that can be generated by the arm muscles. You will pull on a bar in an upright position for three seconds. Your score is the peak reading indicating the pounds of force that you pulled. You will have three trials and your score will be the average pounds of your three trials.

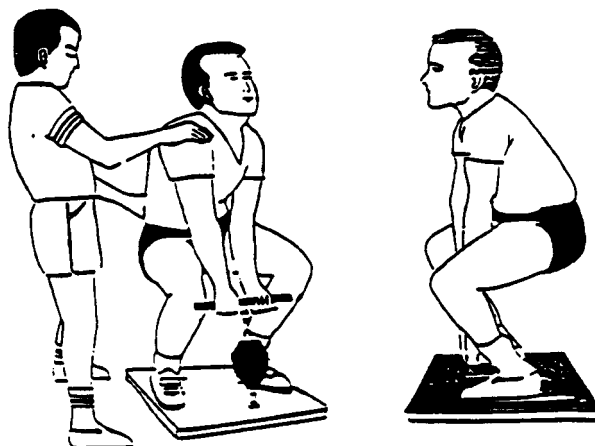
The second component of the PPT is sit-ups. The figure below illustrates proper positioning for performing sit-ups.



The purpose of this test is to evaluate your abdominal strength. The test involves performing as many sit-ups as possible within a 60-second time period. Only correctly performed sit-ups will be counted.

To perform a sit-up, you begin by lying on a mat with your knees bent at a 45-60 degree angle. You will cross your arms over your chest, placing your hands on the opposite shoulders near your collarbone. Your arms must maintain contact with your chest at all times, and your chin should remain tucked into your chest. With each sit-up, curl your shoulders, keeping your lower back on the ground until you have curled your upper back and finally come to a position in which your elbows touch your thighs, as close as possible to your knees, while keeping your arms in contact with your chest. To complete each sit-up, you will lie back down until your mid-back touches the mat.

The third component of the PPT is the Leg Lift. The figure below illustrates proper positioning for performing the Leg Lift.



The purpose of this test is to determine the maximum force that can be generated by the leg muscles. You will pull for three seconds on a bar in a squatting position with your back straight and your head up. You will have three trials and your score will be the average of these trials.

The final component of the PPT is the Arm Endurance. The figure below illustrates proper positioning for performing the Arm Endurance.



The purpose of this test is to determine your ability to exert upper body muscular force repeatedly or continuously over a short period of time. The test involves cranking an Arm Ergometer as fast as possible for two minutes. Your score on this test is the number of revolutions (turning the handles in a full circle) performed in two minutes.

TEST SCORING

The titles requiring the PPT have been grouped together based on the degree of physical performance required on each job. The groupings are as follows:

<u>GROUP A TITLES</u>	<u>GROUP B TITLES</u>	<u>GROUP C TITLES</u>
Air Conditioning Specialist	Building Mechanic	Communications Technician
Assistant Customer Service Technician	Coin Counter	Frame Attendant
Cable Splicing Technician	Data Services Technician	
Customer Services Technician	Driver-Tractor Trailer	
Motor Equipment Inspector/Maintainer	Garage Attendant	
Outside Plant Technician	Mail Attendant	
Systems Technician	Pay Telephone Technician	
	Supplies Attendant	

You must meet the following minimum qualifying scores (MQS) on each test component in order to be qualified on the PPT for each job grouping:

<u>TEST COMPONENT</u>	<u>GROUP A MQS</u>	<u>GROUP B MQS</u>	<u>GROUP C MQS</u>
ARM LIFT	51	46	40
SIT-UPS	17	14	12
LEG LIFT	148	143	130
ARM ENDURANCE	142	139	130

WHAT CAN I DO TO PREPARE FOR THE TEST?

When you are scheduled for the PPT, you will be given a specific time to report to the testing location. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. Review this Test Information Pamphlet and be prepared for the test by bringing your glasses, etc. Ask questions before the test begins and be sure you understand the format of the PPT.

FOR EMPLOYEES ONLY: You may contact your local employee development center (e.g. Career Resource Center or SBC Career Center) to inquire about study guides, textbooks and/or general course information that may help you prepare for the test.

RETEST INTERVALS

If it should happen that you do not qualify on the PPT, you may retest at six-month intervals. Scores for the PPT are valid for six months. If you are not placed on a job within six months of qualification on the PPT, you must test again. Test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

SUMMARY

Successful completion of the PPT qualifies you for possible placement into jobs requiring the test. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

SBC and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA). If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.



SALES CLERK ASSESSMENT (SCA) TEST INFORMATION PAMPHLET

WHY DO SBC AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills and abilities to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS THE SALES CLERK ASSESSMENT (SCA)?

The SCA is designed to evaluate skills relevant to successful performance of the Sales Clerk and Console Operator jobs. During the 15-minute program, you will be involved in script-reading exercises which are designed to assess various dimensions of voice, diction, and listening skills as they relate to the customer-contact requirements of these positions. These exercises involve the reading of sales material and conducting live telephone contacts with simulated customers.

The SCA consists of a practice script reading and two script readings that will be assessed to determine your qualifications.

The Assessment will be conducted in a room equipped with a telephone. You will be provided with materials to be used during the assessment exercises. During the process, you will be talking on the telephone to an interviewer who will be playing the role of the customers and will evaluate your performance.

While talking to the customers, you will be expected to demonstrate the following customer contact skills:

1. Volume: The loudness of the voice. During the calls, you should speak in a volume that is easy on the ear.
2. Pace: The rate of speech. During the calls, you should speak at a conversational speed, changing speed when appropriate.
3. Inflection: The degree of variation in the tone of voice. During the calls, you should be enthusiastic while varying your voice level and emphasizing key words.
4. Fluency: The ability to speak in a smooth, effortless manner. During the calls, your script reading should be smooth sounding.
5. Pronunciation: The ability to articulate words without error. During the calls, you should pronounce each word so that it can be understood.
6. Pause: The length of time between a customer cue and the applicant's correct response. During the calls, you should respond quickly to the customer's comments in order to keep the flow of the conversation steady.
7. Listening Skills: The ability to respond with the correct answer based on the cue given by the customer. During the calls, you will need to determine the next logical response to the customer's comments from a variety of possible choices. You must listen to what the customer is telling you in order to proceed correctly.

WHAT CAN I DO TO PREPARE FOR THE ASSESSMENT?

Materials are provided with complete and specific instructions for the script reading exercises. There are no specific materials you should study beforehand in order to prepare yourself. However, if you pay close attention to the supplied instructions and information, you will greatly increase your chances of performing well and displaying your aptitude for the job.

When you are scheduled for the SCA, you will be given a specific time to report to the testing location. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. Review this Test Information Pamphlet and be prepared for the test by bringing your glasses, etc. Ask questions before the test begins and be sure you understand the format of the SCA.

FOR EMPLOYEES ONLY: You may contact your local employee development center (e.g. Career Resource Center or SBC Career Center) to inquire about study guides, textbooks, and/or general course information that may help you prepare for the test.

RETEST INTERVALS

If it should happen that you do not qualify on the SCA, you may retest at six-month intervals. Test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

SUMMARY

Successful completion of the SCA qualifies you for possible placement into jobs requiring the assessment. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

SBC and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA). If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.



STENOGRAPHY TEST TEST INFORMATION PAMPHLET

WHY DO SBC AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills and abilities to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS THE STENOGRAPHY TEST?

The Stenography Test consists of transcription of dictated script. You will be expected to take dictation, transcribe your notes, and type them. The test has three parts and takes approximately 20 minutes to complete, including instructions. These parts are:

- Dictation Approximately 2 minutes
- Review of Notes 2½ minutes
- Transcription Approximately 5 minutes

Your score on the Stenography Test is based on the speed and accuracy of your transcription. The approximate times listed above are the maximum amounts of time allowed for transcription. The table below illustrates the minimum qualifying scores for 60 WPM and 80 WPM transcriptions.

SKILL LEVEL	TRANSCRIPTION TIME	ALLOWABLE ERRORS
60 WPM	5 Minutes, 7 Seconds	7
80 WPM	5 Minutes, 26 Seconds	9

WHAT CAN I DO TO PREPARE FOR THE TEST?

When you are scheduled for the Stenography Test, you will be given a specific time to report to the testing location. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. Review this Test Information Pamphlet and be prepared for the test by bringing your glasses, etc. Ask questions before the test begins and be sure you understand the format of the Stenography Test.

FOR EMPLOYEES ONLY: You may contact your local employee development center (e.g. Career Resource Center or SBC Career Center) to inquire about study guides, textbooks, and/or general course information that may help you prepare for the test.

RETEST INTERVALS

If it should happen that you do not qualify on the Stenography Test or you would like to qualify at a higher level (80 WPM), you may initially retest after one week. A second retest is allowed after one month. Subsequent retests are at three-month intervals. If twelve months or more have elapsed since your previous test, the retest interval starts over. Test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

SUMMARY

Successful completion of the Stenography Test at the appropriate level qualifies you for possible placement into jobs requiring the test. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

SBC and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA). If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.



TECHNICAL KNOWLEDGE TEST (TKT) [SOUTHWESTERN BELL REGION] TEST INFORMATION PAMPHLET

WHY DO SBC AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills and abilities to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS THE TECHNICAL KNOWLEDGE TEST (TKT)?

The TKT is designed to measure an individual's knowledge of technical concepts required to perform certain technical jobs. There are no study materials provided. Knowledge must be acquired prior to testing.

The technical concepts fall into the following five categories:

- Basic Electricity
- Basic Electronics
- Electronic Devices
- Fundamentals of Transmission
- Computer Principles

These concepts are generic; that is, they apply to all fields of electricity and electronics and not only to the telecommunications industry. The following 45 technical concepts are covered in the test:

Voltage	Amplifiers	DC Measuring Devices	Direct Current (DC)
Attenuators	AC Measuring Devices	Alternating Current (AC)	Oscillators
Computers	Resistance and Impedance	Oscilloscope	Computer Architecture
Series and Parallel Circuits	Voltmeter	Computer Software	Filters
DC Ammeter	Data Communications	Transformers	Flowcharting
Transistors and Semiconductors	Inductors	Numbering Systems	Wire
Batteries	Logic Probes	Relays	Transistors and Diodes
Speech Characteristics	Converters	Transducers	Analog System Transmission
Inverters	Opto-Isolators	Digital System Transmission	Rectifiers
Electrostatic Discharge	Units of Measure	Generators and Alternators	Digital Signal Measuring Devices
Analog Signal Measuring Devices			

The TKT consists of two modules, the General Knowledge and the Applied Knowledge Modules and takes 2 hours and 50 minutes to complete. You must qualify on the General Knowledge Module in order to test on the Applied Knowledge Module.

GENERAL KNOWLEDGE

This module assesses your knowledge and understanding of technical terms and their definitions and recognition of technical symbols. There are four possible answers for each item; answer options are labeled A, B, C, and D. There is only one correct answer for each item.

You will have 50 minutes to answer 45 items. Below are some sample questions:

1. AC current flow in a conductor creates a magnetic field around that conductor. This field is capable of:

- A. creating resistance in an adjacent copper conductor
- B. creating additional AC capacitance associated with an adjacent copper conductor
- C. improving the conductivity of an adjacent copper conductor
- D. inducing current flow in an adjacent copper conductor

The correct answer is D.

2. A device that has a conductive quality that may be used to limit (but not block) DC current flow in an electric circuit is known as a(an):

- A. capacitor
- B. inductor
- C. resistor
- D. transformer

The correct answer is C.

3. Combined modulating and demodulating circuits in one unit is designated as a:

- A. muldem
- B. multiplexer
- C. modem
- D. modulator

The correct answer is C.

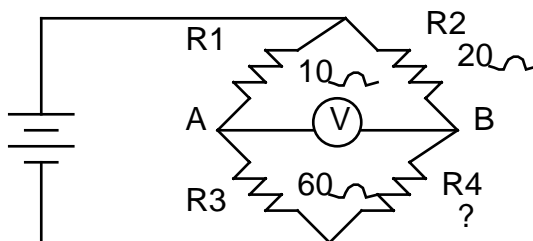
APPLIED KNOWLEDGE

In this module of the test you are required to apply your knowledge to a given situation. You will primarily be working with circuit diagrams. The test is multiple-choice. There will be four possible answers for each item, answer options are labeled A, B, C and D. There is only one correct answer for each item.

A calculator and formula card will be provided as test aids. You are permitted to use your own calculator if you so desire.

You will have 2 hours to answer 55 items. Below are some sample questions:

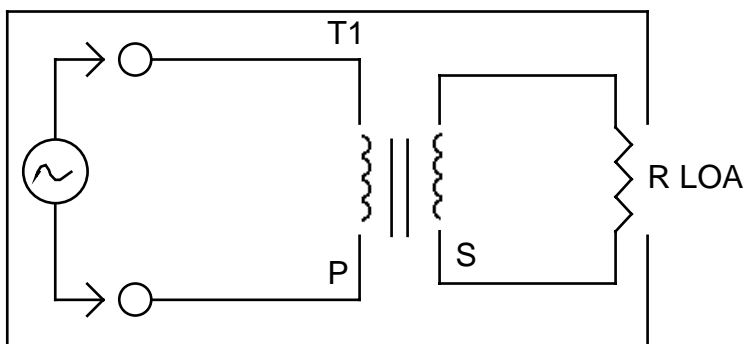
1. In the illustration, resistance R4 is defective and must be replaced. In order for the bridge to be balanced (the voltmeter reading equal to zero volts across Points A and B), the replacement resistor must have what value?



- A. 40 ohms
- B. 50 ohms
- C. 70 ohms
- D. 120 ohms

The correct answer is D.

2. The transformer T1 in the illustration below has a primary winding with 680 turns. The secondary winding has 40 turns. The input voltage is 110 volts AC. Assuming an ideal transformer (no resistive losses, no saturation, etc.), what is the output voltage?



- A. 6.47 volts AC
- B. 18.70 volts AC
- C. 647 volts AC
- D. 1870 volts AC

The correct answer is A.

WHAT CAN I DO TO PREPARE FOR THE TEST?

As illustrated, the TKT requires specific technical knowledge. Acquiring this knowledge through coursework or independent study is the best way to prepare to take the test. Keep in mind, however, that completion of coursework or independent study will not guarantee that you will pass the test. It is important that you have an understanding of the material presented in the course or obtained through independent study.

When you are scheduled for the TKT, you will be given a specific time to report to the testing location. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. Review this Test Information Pamphlet and be prepared for the test by bringing your glasses, etc. Ask questions before the test begins and be sure you understand the format of the TKT.

FOR EMPLOYEES ONLY: You may contact your local employee development center (e.g. Career Resource Center or SBC Career Center) to inquire about study guides, textbooks, and/or general course information that may help you prepare for the test.

WHAT CAN I DO TO PERFORM MY BEST ON THE TEST?

1. Read questions carefully.
2. Watch out for broad words such as all, always, never, only, and totally.
3. Think - reason out your answer.
4. Key words are important: most, least, often, average, but, or, best, and easiest.
5. Answer questions you are sure of first.
6. Reject immediately those answers you know are incorrect.
7. Don't let spoilers mislead you - those words that make an otherwise true statement false.
8. Don't change your answers unless an obvious mistake has been detected.
9. Be aware of the time (make a mental note of the time when the test begins and pace yourself accordingly).

RETEST INTERVALS

If it should happen that you do not qualify on the TKT, you may retest at one-year intervals. Please note that you will be tested on both modules upon retest. Test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

SUMMARY

Successful completion of the TKT qualifies you for possible placement into jobs requiring the test. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

SBC and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA). If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.



TECHNICAL/MECHANICAL TEST (TMT) TEST INFORMATION PAMPHLET

WHY DO SBC AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills and abilities to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS THE TECHNICAL/MECHANICAL TEST (TMT)?

The TMT consists of two modules and takes approximately 1 hour and 25 minutes to complete. The two modules are:

- | | |
|--------------------------------|------------|
| • Reading Comprehension Module | 35 minutes |
| • Problem Solving Module | 50 minutes |

The Reading Comprehension Module consists of passages with terms, definitions and symbols. The Problem Solving Module involves problem identification and reasoning skills.

To qualify on the TMT, you must meet the qualifying score on both the Reading Comprehension and Problem Solving Modules.

READING COMPREHENSION MODULE

This module assesses your ability to read and comprehend technical material. There are four possible answers for each item; answer options are labeled A, B, C, and D. There is only one correct answer for each item.

You will have 35 minutes to answer 30 questions.

Sample: Read the following passage, then answer the questions that follow:

The primary purpose of the Central Office is to switch telephone calls. Thus, the Central Office is the interface between the subscriber and the rest of the world's communication systems. The five major functions of the Central Office in providing basic telephone service are:

1. Supplies dial tone
2. Accepts address signals (the numbers dialed)
3. Connects the subscriber's telephones
4. Alerts the called subscriber (makes the phone ring)
5. Provides talk battery (typically 48V)

Under normal conditions, the Central Office supplies 48 volt talk battery to a subscriber's line. When the call is in talk condition, the Central Office supplies filtered talk (quiet 2 battery) to the telephone sets. This source of DC with added filters is sufficiently quiet and free from interference to be used for speech transmission.

- Q. The Central Office supplies filtered talk (quiet battery) through the telephone sets:
- A. When the subscriber is signaling (i.e. dialing a number).
 - B. When the Central Office is alerting the called subscriber (i.e. making the phone ring).
 - C. When the call is in a talk condition.
 - D. When the Central Office is supplying dial tone.

A. The correct answer is C.

- Q. Dial tone is supplied:

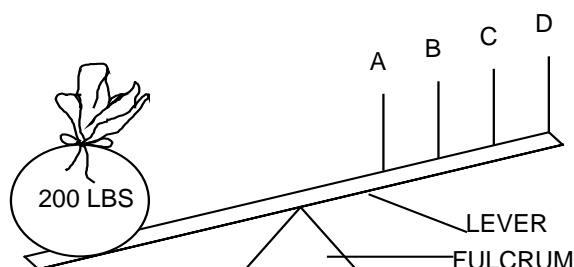
- A. By the telephone set internally.
- B. By the Central Office.
- C. From battery located in the loop.
- D. When Alternating Current (AC) is applied to the loop.

A. The correct answer is B.

PROBLEM SOLVING MODULE

This module assesses your ability to solve problems of a technical and mechanical nature. The test draws on the kind of reasoning needed for certain technician jobs.

You will have 50 minutes to answer 50 questions. Below is a sample question:



- Q. In the preceding diagram, it would be easiest to lift the weight by applying pressure at point:
- A. A
 - B. B
 - C. C
 - D. D

A. The correct answer is D.

WHAT CAN I DO TO PREPARE FOR THE TEST?

When you are scheduled for the TMT, you will be given a specific time to report to the testing location. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. Review this Test Information Pamphlet and be prepared for the test by bringing your glasses, etc. Ask questions before the test begins and be sure you understand the format of the TMT.

FOR EMPLOYEES ONLY: You may contact your local employee development center (e.g. Career Resource Center or SBC Career Center) to inquire about study guides, textbooks, and/or general course information that may help you prepare for the test.

WHAT CAN I DO TO PERFORM MY BEST ON THE TEST?

1. Read questions carefully.
2. Watch out for broad words such as all, always, never, only, and totally.
3. Think - reason out your answer.
4. Key words are important: most, least, often, average, but, or, best, and easiest.
5. Answer questions you are sure of first.
6. Reject immediately those answers you know are incorrect.
7. Don't let spoilers mislead you - those words that make an otherwise true statement false.
8. Don't change your answers unless an obvious mistake has been detected.
9. Be aware of the time (make a mental note of the time when the test begins and pace yourself accordingly).

RETEST INTERVALS

If it should happen that you do not qualify on the TMT, you may retest at six-month intervals. Please note that you will be tested on both modules upon retest. Test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

TEST CODES (AIT ONLY)

Reading Comprehension: 1100
Problem Solving: 1101

SUMMARY

Successful completion of the TMT qualifies you for possible placement into jobs requiring the test. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

SBC and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA). If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.



TELEPHONE ABILITY BATTERY (TAB) TEST INFORMATION PAMPHLET

WHY DO SBC AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills and abilities to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS THE TELEPHONE ABILITY BATTERY (TAB)?

The TAB is a series of four timed tests. The entire test will take approximately 32 minutes to complete. Each test is described below and some sample items are provided for each to give you an idea of the types of questions you may be asked on the test.

DETAIL PERCEPTION

This test is designed to measure your ability to quickly and accurately make comparisons between pairs of things. The objective is to identify, as quickly as possible, the pair that is not identical. The correct answer is the letter (A, B, C, D) between the pair that is not exactly alike. There are six parts to this test. Each part consists of nine or ten problems. You will have a total of five minutes to work on this test. However, each part is timed separately. The first four parts are 45 seconds each, and the last two parts are one minute each.

Unlike some multiple-choice tests, there is no need to read all of the possible answers on the test. As soon as you find a pair that is different, you should mark your answer on the answer sheet and go on to the next problem. Although you are not expected to complete each part of this test in the time allotted, work as quickly as possible to obtain your maximum potential score. Below are some sample problems:

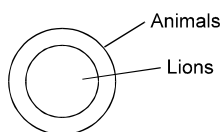
Sample 1 John Jones (A) John Jones
 Mat Hall (B) Mat Hall
 Jane Cohen (C) June Cohen
 Sylvia Cope (D) Sylvia Cope
 The correct answer is C. This pair is NOT identical.

Sample 2 15 ft. 7 inches (A) 15 ft. 7 inches
 1111 ft. 11 inches (B) 111 ft. 11 inches
 1551 ft. 9 inches (C) 1551 ft. 9 inches
 1998 ft. 9 inches (D) 1998 ft. 9 inches
 The correct answer is B. This pair is NOT identical.

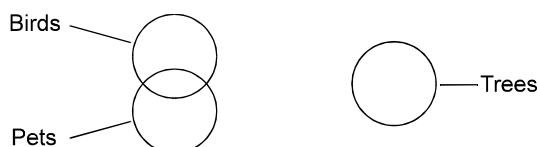
Sample 3 (-) (-) (A) (-) (-)
) -) -) (B)) -) -)
 -) (- (((C) -) (- ((
 ((- (-) (D) ((- -))
 The correct answer is D. This pair is NOT identical.

DRAWING RELATIONSHIPS

This test measures your ability to recognize the relationship among things. This will show your ability to determine the relationship of diagrams among three words. Sometimes people show how things are related to each other by drawing pictures of overlapping circles. For example, if certain things, let's say lions, all belong to a large group of things, let's say animals, you could draw the relationship as follows:



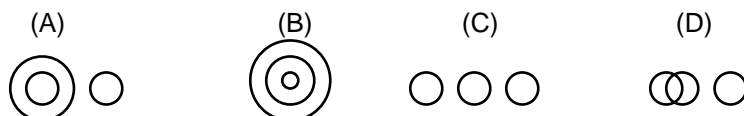
In these drawings, the relative size of the circle does not matter. The drawing above does not mean that most animals are lions, but that all lions are animals. That is why the circle representing lions is shown entirely within the circle that represents animals. Now, take the relationship among three groups of different things: birds, pets and trees. These should be drawn as follows:



This drawing shows that no trees are either pets or birds, but some birds are pets and some pets are birds.

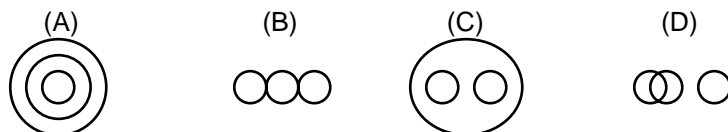
You will have 8 minutes to work on 20 problems. Below are some sample problems:

1. Rose, Flower, Pencil



The correct answer is A. This diagram illustrates that rose is a subset of flower, and pencil is not related to either one.

2. Man, Woman, Human



The correct answer is C. This diagram illustrates that no man is a woman, and no woman is a man; however, they are both human.

3. Secretaries, Men, Book



The correct answer is B. This diagram illustrates that some secretaries are men and some men are secretaries but book is not related to either one.

FOLLOWING DIRECTIONS

This test measures your ability to follow both written and verbal instructions. As you work on following the written directions, you will be interrupted from time to time by a tape recording giving you verbal directions to follow. You will have 10 minutes to follow 15 written and 10 spoken directions.

The written directions will be based on a table similar to the one below:

	Column				
	R	S	T	U	V
Row R	3	2	3	4	5
Row S	1	5	1	2	3
Row T	2	3	4	5	3
Row U	4	1	2	3	1
Row V	5	4	5	1	2

Tape player says:

1. Mark the number that is always just above 1.

(A) 2 (B) 3 (C) 4 (D) 5

The correct answer is B.

2. Mark the number just to the right of the middle number of Row S.

(A) 1 (B) 2 (C) 4 (D) 5

The correct answer is B.

3. Mark the number that is just above the 2 in Column T.

(A) 1 (B) 3 (C) 4 (D) 5

The correct answer is C.

READING ACCURACY

This test is designed to measure your ability to read and comprehend the meanings of words as used in a sentence. Each of the sentences in this test contains clues to the meaning of an underlined word in the sentence. You are asked to complete a statement about the underlined word, choosing the best answer from four suggested answers. You will have 9 minutes to work on 20 problems. Below are some sample questions:

1. Since John had no formal training in electronics, it was difficult for him to comprehend the problem that developed after the storm.

Comprehend means:

- (A) look at
(B) understand
(C) purchase
(D) enjoy

The correct answer is B.

2. John knew from the dismal look on the face of the police officer that the situation was serious.

Dismal means:

- (A) bright
- (B) cheerful
- (C) cheerless
- (D) distant

The correct answer is C.

3. The students asked the teacher many questions because they were trying to elicit as much information as possible about the test.

Elicit means:

- (A) acquire
- (B) hide
- (C) hold
- (D) forget

The correct answer is A.

4. The teacher's answers were purposely vague, since she did not want to reveal too much.

Vague means:

- (A) definite
- (B) slim
- (C) obscure
- (D) clear

The correct answer is C.

WHAT CAN I DO TO PREPARE FOR THE TEST?

All information necessary to complete the TAB is provided. There are no specific materials you should study in order to prepare yourself. However, if you pay close attention to the instructions, you will increase your chances of performing well and thus show your aptitude for the job.

When you are scheduled for the TAB, you will be given a specific time to report to the testing location. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. Review this Test Information Pamphlet and be prepared for the test by bringing your glasses, etc. Ask questions before the test begins and be sure you understand the format of the TAB.

FOR EMPLOYEES ONLY: You may contact your local employee development center (e.g. Career Resource Center or SBC Career Center) to inquire about study guides, textbooks, and/or general course information that may help you prepare for the test.

WHAT CAN I DO TO PERFORM MY BEST ON THE TEST?

1. Read questions carefully.
2. Think - reason out your answer.
3. Answer questions you are sure of first.
4. Reject immediately those answers you know are incorrect.
5. Don't change your answers unless an obvious mistake has been detected.
6. Be aware of the time (make a mental note of the time when the test begins and pace yourself accordingly).

RETEST INTERVALS

If it should happen that you do not qualify on the TAB, you may retest at six-month intervals. Test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

SUMMARY

Successful completion of the TAB qualifies you for possible placement into jobs requiring the test. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

SBC and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA). If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.



TYPING SKILLS TEST (TST) TEST INFORMATION PAMPHLET

WHY DO SBC AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills and abilities to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS THE TYPING SKILLS TEST (TST)?

The TST is a timed skill test measuring typing speed and accuracy. It is designed to determine how quickly and accurately you can create a document using a computer keyboard. Your performance on the TST is reflected in the Net Words Per Minute (NWPM) that you type. In order to qualify on the TST, your NWPM must be 20.0 – 39.9 for Level 1 and 40.0 or higher for Level 2.

The test is comprised of a 5-minute instructional period, a 2-minute practice period, and a 5-minute test period.

The test takes approximately 12 minutes to complete.

WHAT CAN I DO TO PREPARE FOR THE TEST?

All information necessary to complete the TST is provided. There are no specific materials you should study in order to prepare yourself. However, if you pay close attention to the instructions, you will increase your chances of performing well and thus show your aptitude for the job. You may also wish to practice typing information into a computer to hone your skills.

When you are scheduled for the TST, you will be given a specific time to report to the testing location. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. Review this Test Information Pamphlet and be prepared for the test by bringing your glasses, etc. Ask questions before the test begins and be sure you understand the format of the TST.

FOR EMPLOYEES ONLY: You may contact your local employee development center (e.g. Career Resource Center or SBC Career Center) to inquire about study guides, textbooks, and/or general course information that may help you prepare for the test.

RETEST INTERVALS

If it should happen that you do not qualify on the TST, you may initially retest after one week. A second retest is allowed after one month. Subsequent retests are at three-month intervals. If twelve months or more have elapsed since your previous test, the retest interval starts over. Qualifying scores on the TST are valid for five years. Test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

SUMMARY

Successful completion of the TST at the appropriate level qualifies you for possible placement into jobs requiring the test. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

SBC and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA). If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.



WORD SKILLS TEST (WST) TEST INFORMATION PAMPHLET

WHY DO SBC AND ITS AFFILIATES TEST?

When individuals are being considered for our available job openings, they go through a selection process to measure their skills and abilities to determine if they can perform the jobs in a satisfactory manner. It is to the advantage of both you, as a job candidate, and the company that only those who can perform at acceptable levels be placed on the job. Research has shown that tests provide accurate measures of people's skills and abilities and, therefore, we use tests to help identify people best suited for our job openings.

WHAT IS THE WORD SKILLS TEST (WST)?

The WST is a timed skill test measuring knowledge of ability to perform Word functions. It is designed to determine an individual's ability to understand and perform Word functions using a computer keyboard and mouse.

The test is comprised of a 5-minute instructional period, a 10-minute tutorial period, and a 15-minute test period.

The test takes approximately 30 minutes to complete.

WHAT CAN I DO TO PREPARE FOR THE TEST?

All information necessary to complete the WST is provided. There are no specific materials you should study in order to prepare yourself. However, if you pay close attention to the instructions, you will increase your chances of performing well and thus show your aptitude for the job. You may also wish to practice using various Microsoft Word functions.

When you are scheduled for the WST, you will be given a specific time to report to the testing location. Try to arrive at the location at least 15 minutes before your scheduled test time to give yourself time to relax before the test begins. Review this Test Information Pamphlet and be prepared for the test by bringing your glasses, etc. Ask questions before the test begins and be sure you understand the format of the WST.

FOR EMPLOYEES ONLY: You may contact your local employee development center (e.g. Career Resource Center or SBC Career Center) to inquire about study guides, textbooks, and/or general course information that may help you prepare for the test.

RETEST INTERVALS

If it should happen that you do not qualify on the WST, you may initially retest after one week. A second retest is allowed after one month. Subsequent retests are at three-month intervals. If twelve months or more have elapsed since your previous test, the retest interval starts over. Qualifying scores on the WST are valid for five years. Test standards are periodically updated to reflect current abilities and skills required for our jobs. Therefore, it may be necessary to meet new test standards should they be introduced prior to your placement on the job.

SUMMARY

Successful completion of the WST qualifies you for possible placement into jobs requiring the test. Additional testing may be required for certain positions. See job briefs in your area for additional testing requirements for titles you are interested in.

SBC and its affiliates support and comply with the provisions of the Americans with Disabilities Act (ADA). If you have a limiting disability and need special testing arrangements, please ask your local Employment Office or Placement Bureau personnel for information about the testing accommodation process.

THE JOB BRIEF

Section	Subject	Page	Date
6	Introduction, Job Title	1	11/01
	Job Description	2-3	11/01
	General Duties	3	9/98
	Physical Requirements	3	9/98
	Basic Qualifications	4	9/98
	Tests <ul style="list-style-type: none"> • Test Exemptions • Expiration of Test Results 	4-5	11/01
	Past Experience	6	9/98
	Special Job Requirements	6	9/98
	Job Performance and Attendance	6	9/98
	Additional Factors	7	9/98
	Training	7	9/98

THE JOB BRIEF

INTRODUCTION	All of the Company's nonmanagement job titles covered by the 2001 Labor Agreements are described in "job brief" format and are included in sections 7-17 of this Manual. Refer to Operating Practice 17 for information regarding nonbargained-for job titles.	R
--------------	--	---

SECTIONS	The "job brief" consists of several sections, as follows:
	<ul style="list-style-type: none">• Title• Job Description• General Duties• Physical Requirements• Basic Qualifications• Special Job Requirements• Job Performance and Attendance Record• Additional Factors• Training

JOB TITLE	The Job Title section will reflect two items:
	<ul style="list-style-type: none">• Job Title• Wage Scale

THE JOB BRIEF (Continued)

JOB
DESCRIPTION

Job Descriptions, copies of which have been furnished to the Union, conform with job classifications and job titles presently in effect for employees in the Bargaining Unit as contained in Appendices A, B, C, D, H and I. These Job Descriptions, although subject to change, are applicable to the existing job titles contained in Appendices A, B, C, D, H and I of the 2001 Departmental Agreement. R
R
R

It is important that all levels of Management clearly understand both the purpose and the proper use of these descriptions as follows:

- I. All notices and questions concerning the establishment, extension, content or change in present or future job descriptions or job classifications must originate at the Vice President-Labor Relations level, in order that reasonable consistency of the descriptions may be preserved throughout all areas.
- II. The only questions which may be properly discussed at other levels are:
 1. Questions of misinterpretation of existing descriptions,
 2. Questions of misapplication of existing descriptions to individual employees,

and the particular level at which disposition of any such questions will be made remains subject to the grievance provisions of the existing Agreements with the Union.

- III. The provision of the Departmental Agreement covering these nonsupervisory job descriptions, job titles, and job classifications expressly preserves the existing right of the Company to create job classifications or titles, and to assign or reassign any job duties or requirements involved. Therefore, supervisors are not restricted by this agreement from making or changing the assignments of individual employees. R

THE JOB BRIEF (Continued)

JOB DESCRIPTION (Cont'd)

Job Descriptions are furnished only for purposes of general job identification and are merely illustrative of some of the typical work operations presently assigned to the job classifications. These descriptions are not to be used for limiting or controlling work assignments or the manner in which the operations are performed. Employees assigned to any job classification may be assigned other work operations or duties including those enumerated for other job classifications.

GENERAL DUTIES

The General Duties section will include:

- General Essential Functions Which Are Normally Required
 - specific job-related work activities that are normally performed in the job title
 - Essential Functions Which May Be Required for a Particular Job
 - specific job-related work activities that may be performed in the job title
-

PHYSICAL REQUIRE- MENTS

The Physical Requirements section will include all physical conditions that are required of the job title described such as:

- job-related physical examination
 - maximum candidate weight limit
 - ability to perceive differences in wire and cable colors
-

THE JOB BRIEF (Continued)

BASIC QUALIFICATIONS

The Basic Qualifications section of the job brief includes the minimum requirements that must be met by a candidate applying for the title.

The Basic Qualifications section may include the following:

- Tests
 - Past Experience
 - Special Job Requirements
 - Job Performance and Attendance Record
-

TESTS

The Tests section of the job brief will include a listing of all tests that are required or may be required for the job title described.

There are different statements that may appear under the Tests section of the job brief. The types of statements with a brief description of their meaning are listed below:

IF...	THEN...
The test name appears	the test is required.
The test name appears followed by "may be required"	the test may be required in some instances.

TEST EXEMPTIONS

An employee will not have to take "required" tests in most cases if any of the following conditions exist:

- a record is on file indicating the employee has met the current test standards, or
- the employee is presently performing a job in the Company which has the same test requirements, or
- the employee has satisfactorily performed the duties of the desired title for six months or longer (exclusive of formal training) within a specified period of time.*

* The specified period of time varies by test.

THE JOB BRIEF (Continued)

EXPIRATION OF
TEST RESULTS

Qualifying test scores are valid for the life of the test, unless the content or qualification standards change substantially. Exceptions are as follows:

TEST	EXPIRATION DATE	UNLESS
Keyboarding Skills Test Typing Skills Test Word Skills Test Excel Skills Test Oral Typing Skills Test	5 years	The employee is presently performing a job requiring the appropriate level of test/s and/or test results at the appropriate level were previously met and are available.
Physical Performance Test (PPT)	6 Months	The employee is presently performing a job requiring the appropriate level of PPT.
Oral Proficiency Interview	12 Months	The employee is currently performing the duties of a job in which Spanish or Vietnamese is required.
Stenography	12 Months	The employee is presently performing a job requiring stenography and test results at the appropriate level were met and are available.

A

THE JOB BRIEF (Continued)

PAST EXPERIENCE The Past Experience section of the job brief will list any past experience requirements that may be needed.

SPECIAL JOB REQUIREMENTS The Special Job Requirements section of the job brief will list all special conditions that are, or may be, required for the job title described. This section may include items such as:

- hours an employee may be expected to work on the job
 - driving requirements
 - security requirements
 - working conditions (e.g., outside, unairconditioned, etc.)
-

JOB PERFORMANCE AND ATTENDANCE RECORD Satisfactory performance and attendance on an employee's present job are requisites for moving to another job as reflected on the employee's current Nonmanagement Performance Appraisal. The three requirements included in this section are:

- Meets Expectations in Measurement of Work performance rating in present job
- Meets Expectations in Attendance/Punctuality rating in present job
- Meets Expectations in Safety rating in present job

NOTE: This is considered a basic qualification, however, in rare situations, there may be extenuating circumstances that would justify the acceptance of a request from an employee who is not performing satisfactorily on his/her present job.

THE JOB BRIEF (Continued)

ADDITIONAL FACTORS

The Additional Factors section of the job brief includes the types of additional factors the Placement Bureau uses to identify employees with job-related experience or training when making placement selections.

An additional factor is a skill or knowledge that an employee possesses which will result in a significant reduction in:

- training time required for an employee to perform the job
- the amount of time required for an employee to become productive on the job

The two types of additional factors listed on the job brief are:

ADDITIONAL FACTOR	EXPLANATION
A	Satisfactory performance in a job with job-related work experience
B	Completion and satisfactory performance in job-related training or schooling

The Placement Bureau will determine if an employee qualifies for either of the two additional factors for a job title. This determination will be made from the information provided by the employee on the Job Vacancy Request (see Section 2).

TRAINING

The Training section of the job brief will reflect the type of training that may be required of employees placed on the job title described.

Any of the following items may appear in the Training section:

- Type of training (classroom/formal or on-the-job)
 - Length of training
 - Location of training
 - Any other special considerations that may apply to the training for the job title described
-

NONCRAFT

- Air Conditioning Specialist R
- Assistant Customer Service Technician
- Building Mechanic R
- CAD Technical Specialist
- Central Office Translations Specialist
- Circuit Design Specialist
- Customer Services Representative
- Driver-Tractor Trailer
- Facilities Specialist
- Garage Attendant
- House Service Attendant
- House Service Maintainer
- Installation Coordinator
- Line Translations Specialist
- Motor Equipment Inspector/Maintainer R
- Pay Telephone Technician R
- Supplies Attendant
- Technical Associate

R=Revision

JOB DESCRIPTION

Inspects, tests and maintains elevator equipment or air conditioning equipment, or both, in large buildings; prepares records and reports; and performs other building maintenance and operation work as required. Subject to license regulations, where applicable.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Wears appropriate safety equipment and follows established safety practices and procedures.
2. Ensures proper operation of systems in compliance with required regulations and codes.
3. Performs routine tests and inspections of air conditioning equipment, heating and electrical systems, and all other commercial building equipment.
4. Uses measuring equipment.
5. Uses hands or hand tools to perform repairs and maintenance.
6. Moves and/or lifts material such as ladders, tools and equipment weighing up to a maximum of 100 pounds. R
7. Performs as required, skilled maintenance activities to include but not limited to construction, welding, soldering and plumbing.
8. Reviews, interprets and follows standard practices.
9. Climbs a ladder.
10. Must have the ability to perform math calculations for airflow, cooling load analysis, and electrical consumption.
11. Performs clerical and record-keeping duties such as filling out forms, preparing reports, and using multiple computer software applications.
12. Enters, stores, retrieves and/or changes information in a mechanized database via a computer terminal or similar device.
13. Works independently with little supervision.
14. Must be able to read and interpret blueprints and construction documents.
15. Communicate effectively with a large variety of clients.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Drives Company vehicle.

PHYSICAL REQUIREMENTS

- Physical Abilities Evaluation (PAE) – Must be able to lift up to 100 pounds. R
- Job-related physical examination.
- Ability to perceive differences in wire and cable colors.
- May require a maximum candidate weight limit of 325 pounds dressed in working clothes.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying score must be met on:

- Air Conditioning Specialist Test (ACST) II

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours; overtime, emergency call-outs, weekends and holidays as required.
- May require overnight travel.
- May require valid state driver's license and satisfactory driving record check.
- May require ability to drive vehicle with manual gear shift.
- May require licensing/certifications.*
- May require a security check.
- Works both indoors and outdoors.

*City and State requirements vary on required licenses. For specific requirements, contact your local Placement Bureau.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with work related experience in electrical, electronics or mechanical field.
- Completion and satisfactory performance in job related training or schooling in electrical, electronics or mechanical field.

TRAINING

- Classroom training.
- On-the-job training.

JOB DESCRIPTION

Adhering to specific quality and cost control guidelines, performs placement of inside wire, cable, station connection materials, and station equipment. Communicates with customers in courteous and professional manner.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Working knowledge of basic telephony and building communications wiring practices.
2. Must possess the manual dexterity necessary to safely use screwdrivers, wrenches, and hand-held power tools.
3. Required to safely climb ladders and perform work in ceilings and crawl spaces.
4. Must be able to lift and install equipment components weighing up to a maximum of 50 pounds in equipment cabinets or on building walls.
5. Drives Company and/or personal vehicle.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

- No essential functions which may be required.

PHYSICAL REQUIREMENTS

- Physical Abilities Evaluation (PAE) – Must be able to lift up to 50 pounds R
- Job-related physical examination

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying score must be met on:

- Telephone Ability Battery (TAB)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours and overtime, weekends and holidays as required.
- Must be willing to travel for training and out-of-region work.
- Requires a valid state driver's license with satisfactory driving record.

BASIC QUALIFICATIONS (Continued)

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job-training.
- Classroom training may be provided.

JOB DESCRIPTION

Performs general building maintenance work, including inspection, testing and repair of building mechanical equipment, plumbing, furniture and fixtures; does carpentry, painting and electrical work as required; prepares necessary reports; and handles other generally associated functions.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Wears appropriate safety equipment and follows established safety practices and procedures.
2. Performs routine inspections and repairs building mechanical equipment, plumbing, furniture, fixtures and electrical apparatus.
3. Uses measuring equipment.
4. Reviews, interprets and follows standard practices.
5. Moves and/or lifts material such as ladders, tools and equipment weighing up to a maximum of 100 pounds. R
6. Works aloft on ladders using hand tools.
7. Does work involving a lot of kneeling, stooping, crouching, crawling or other uncomfortable positions.
8. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Drives Company vehicle.
2. Prepares necessary records and reports.
3. Performs carpentry and painting work.

PHYSICAL REQUIREMENTS

- Physical Abilities Evaluation (PAE) – Must be able to lift up to 100 pounds. R
- Job-related physical examination.
- Ability to perceive differences in wire and cable colors.
- May require a maximum candidate weight limit of 325 pounds dressed in working clothes.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)

There may be additional factors about employee candidates for this position that should also be considered.

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours; overtime, emergency call-outs, weekends and holidays as required.
- May require overnight travel.
- May require valid state driver's license and satisfactory driving record check.
- May require ability to drive vehicle with manual gear shift.
- May require a security check.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience in electrical, electronics or mechanical field.
- Completion and satisfactory performance in job-related training or schooling in electrical, electronics or mechanical field.

TRAINING

- On-the-job training.
- Classroom training.

JOB TITLE: CAD TECHNICAL SPECIALIST WAGE SCALE: NONCRAFT

JOB DESCRIPTION

Performs work associated with the design of outside plant facilities. Utilizes a CAD system to create engineering work orders and update Outside Plant Location Records in connection with additions and changes in outside plant facilities. Enters, retrieves and analyzes data from various computer systems and support databases. Performs other generally related clerical work of a complex nature. Provides engineering clerical support.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Builds and encodes engineering work orders and tracks and updates data into various databases.
2. Analyzes data and exercises judgment requiring detailed knowledge of company and engineering procedures to resolve discrepancies and provide work which meets current quality standards.
3. Prepares and maintains charts, engineering drawings, plans or records.
4. Coordinates with both internal and external customers involved with the administration and provisioning of the network.
5. Understands and has a working knowledge of outside plant symbols, practices and circuit readings.
6. Makes decisions and works independently with little supervision.
7. Originates various reports and correspondence which are technical in nature and require discretion and judgment.
8. Works on a job where a high degree of accuracy is required.
9. Works to meet revenue goals, service commitments and other deadlines.
10. Works at a desk on computers for long periods of time.
11. Handles and/or transports boxes of supplies, including computer paper, cards, etc. weighing up to a maximum of 50 pounds.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Creates engineering work orders in CAD and distributes to OSP forces.
2. Initiates supporting documentation, including state and local permits and job pricing.
3. Records completed engineering work orders by updating permanent Outside Plant Location Records, Planning Cable Schematics and LROPP current plans in CAD, while utilizing reports from various databases and other mapping programs.
4. Reconciles plant location records with continuing property records.
5. Accesses FACS, DSL LOOP/QUAL and PLR databases to determine loop make-up, update taper codes and provide analysis of the loop make-up for ADSL qualification requests.
6. May require a valid driver's license and satisfactory driving record check.
7. Performs clerical work associated with processing orders for special circuits using PLR records and LFACS databases.

(continued) 6/01

JOB TITLE: CAD TECHNICAL SPECIALIST WAGE SCALE: NONCRAFT

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Level 2 Keyboarding Skills Test
- Word Skills Test
- Excel Skills Test

There may be additional factors about employee candidates for this position that should also be considered:

- Degree from certified CAD training institution or satisfactory previous work experience involving CAD design.
- PC proficiency.
- Ability to handle complex technical data which requires understanding of Basic Outside Plant Network concepts

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours. Must be willing to work weekends or overtime as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets expectations in Measurement of Work performance rating in present job.
- Meets expectations in Attendance/Punctuality rating in present job.
- Meets expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with experience in drafting, mechanical, technical or other drawing; knowledge of basic drafting instruments and their use.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom training. May be away from home location.
- On-the-job training.

JOB DESCRIPTION

Performs work associated with the design, provisioning or administration of the switched network including local and toll functions, the interconnecting message trunk network, Operator Services and/or with Customer Premises Communication Equipment, such as: prepares and/or maintains translations/ cross-connects for routing, charging, CENTREX, PLEXAR, special features and/or trunking; issues necessary lists, gradings, cross-connect records, translations forms and/or trunk orders as required to implement changes, deletions or additions to such cross-connects/translations; inputs translations directly into stored program control switching machines and assists in the identification of any trouble causing conditions associated with translation activity. Performs other generally related clerical work of a complex nature.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Operates computer terminal to enter data and/or obtain information. R
2. Prepares translations/cross-connects for routing, charging, CENTREX and special features and/or trunking.
3. Prepares and originates various reports and correspondence which are technical in nature and require discretion and judgment in preparation.
4. Interacts with other groups to coordinate and relay information.
5. Works on a job where a high degree of accuracy is required.
6. Prepares orders for equipment, repairs and supplies.
7. Investigates/analyzes AMA billing errors for disposition/resolution.
8. Interprets routing guidelines and publications to determine routing of codes.
9. Reads and interprets various vendor documentation for the preparation of translation.
10. Uses a mechanized translations system to prepare and relay routing and changing translations in response to customer or network needs.
11. Assists in the identification of any trouble-causing conditions associated with translation activity.
12. Works to meet revenue goals, service commitments and other deadlines.
13. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal for letters, reports and other material. R
2. Receives, maintains, screens, tests, updates and analyzes trouble reports.
3. Handles complex technical data which requires understanding of Basic Telephone Accounting and Network concepts.
4. Maintains charts, files and records.
5. Handles, lifts and/or transports boxes of supplies including computer paper, cards, etc. weighing up to a maximum of 50 pounds.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Facilities Assignment Control System/Loop Assignment Center Minicourse (FACS/LAC-MC) (may be required)
- Keyboarding Skills Test (may be required) R

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours; and overtime, emergency call-outs and holidays, as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience using skills on a calculator, adding machine, typewriter/word processor, etc.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.
- Classroom training. May be away from home location.

JOB DESCRIPTION

Under direction, performs clerical work associated with processing orders for special service circuits, message trunk or carrier facilities in the Trunks Integrated Record Keeping System (TIRKS), such as: reviews special service orders, message trunk orders and/or carrier facility orders to determine required action; inputs orders to the TIRKS order control system; prepares and/or maintains central office trunk, terminating and signaling, and interoffice facility records for assignment; accumulates the data necessary to prepare the aforementioned inventory units for assignment; selects inventory units for assignment to circuits and facilities; prepares Work Order Record and Details (WORD) documents as required to effectuate such orders; corrects inventory discrepancies; and performs other generally related work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Answers telephone, answers inquiries, takes messages and relays calls.
2. Logs, tracks, updates and completes orders in TIRKS.
3. Processes orders in TIRKS to accomplish the assignment or release of interoffice facilities and central office terminating and signaling equipment.
4. Processes orders to accomplish the creation, update and removal of equipment and facilities inventories in TIRKS data bases.
5. Resolves order problems through coordination with intradepartmental and interdepartmental personnel.
6. Follows prescribed methods to do the job.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal for letters, reports and other material. R
2. Reviews service orders, trunk orders, toll circuit orders and/or engineering facility orders and determines which require engineering design.
3. Reviews orders for accuracy and determines appropriate jeopardy code for the order when errors are found.
4. Uses reports generated from TIRKS data bases as aids in assignment work.
5. Coordinates with field forces to resolve problems related to equipment assignments, facility assignments and TIRKS posting.
6. Resolves TIRKS inventory discrepancies and updates TIRKS data bases.
7. Prepares and issues WORD documents in TIRKS for circuits.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required)
- Facilities Assignment Control System/Loop Assignment Center Mini-Course-
(FACS/LAC-MC)

R

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Normally works day hours, Monday through Friday; hours may vary depending upon assignment. Some overtime may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job and/or classroom training.

JOB DESCRIPTION

Primarily receives, screens, tests, analyzes, and dispatches trouble reports; explains and suggests various services and/or products to customers; performs other generally related functions.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Receives, screens, tests, analyzes, dispatches and updates trouble reports.
2. Operates computer terminal to enter data and/or obtain information.
3. Handles customer complaints or inquiries and answers questions concerning products and services.
4. Initiates customer contacts as required to secure additional information or to notify customer of status or completion of trouble report.
5. Uses information from mechanized test system to determine further action such as front-end close-out, intermediate or final status.
6. Interacts and coordinates with other departments to verify services, facilities and repair record information, resolve customer trouble reports or provide additional products or services.
7. Receives trouble report restoration or restatus information from other maintenance employees and performs required status transactions.
8. Works to meet revenue goals, service commitments and other deadlines.
9. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Determines emergency situations and coordinates necessary further action through the initiation of mechanized tests for trouble verification or isolation via video terminals.
2. Handles requests from customers and other employees to locate buried cables.
3. Performs alarm monitoring for air pressure, pair gain, buildings and other systems.
4. Uses typewriter and/or computer terminal for letters, reports and other material.
5. Files and handles paperwork associated with various customer service activities.
6. Wears a headset.
7. Makes sales recommendations to customers; demonstrates and recommends additional equipment and services.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS**TESTS:**

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Customer Services Representative Mini-Course (CSR-MC)
- Basic Computer Skills Test (BCST) R
- Keyboarding Skills Test (Level 1 may be required)
- Oral Proficiency Interview (OPI) – Spanish or Vietnamese (may be required)
- Customer Service Assessment (CSA) Core/Service Version

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours, and overtime, weekends and holidays as required.
- Ability to speak a foreign language may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom training.
- On-the-job training.

JOB DESCRIPTION

Drives a tractor trailer, in addition to other vehicles, and operates associated equipment in connection with material delivery and return; loads and unloads material; may order, receive, stock, disburse and inventory plant telephone supplies and tools; may perform turnaround work on recovered telephone sets; prepares and maintains related records and reports; and performs other generally associated functions.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Drives tractor trailer and other Company vehicles which may require meeting certain state and federal requirements applicable to job duties.
2. Wears appropriate safety equipment and follows established safety practices and procedures.
3. Unloads stock received from trucks and loads stock to be dispatched.
4. Receives and prepares supplies, equipment and tools for equipping of or delivery to field forces.
5. Handles or moves material and supplies with the use of hoisting or power-driven equipment.
6. Moves and/or lifts material and supplies, cable reels, reels of wire and related stock and equipment weighing up to a maximum of 150 pounds.
7. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Loads Company trucks with tools and equipment and drives to other Company garages and storerooms and refills installation, repair and line trucks with stock supplies.
2. Moves or otherwise maneuvers empty or full cable reels weighing up to 15,000 pounds.
3. Checks incoming supplies, equipment and tools against orders and stocks material in bins or on shelves, maintaining inventories of same.
4. Receives returned goods from the field, appraises them, and determines if they should be returned to the supplier or put back in stock.
5. Performs reconditioning work on recovered telephone sets using small handtools.
6. Performs minor routine maintenance and safety checks on vehicles to insure proper working order.
7. Handles a variety of clerical and record-keeping duties such as filling out forms or preparing reports.

PHYSICAL REQUIREMENTS

- Physical Abilities Evaluation (PAE) – must be able to lift up to 150 pounds. R
- Job-related physical examination.
- Physical examination as required by the Department of Transportation.
- Ability to perceive differences in wire and cable colors.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours; overtime, emergency call-outs, weekends and holidays as required. May be required to be out of town on an overnight basis.
- Requires valid state driver's license appropriate to weight and size of vehicle driven, dependent on state and federal licensing requirements.
- Requires satisfactory driving record check. May be required to participate in drug testing as mandated by federal requirement.
- Requires commercial driver's license.
- May require ability to drive vehicle with manual gear shift.
- May require a security check.
- May require working outside in all types of weather.
- May require working in an environment that is not heated or air conditioned.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.
- Driving school for tractor trailer.

JOB DESCRIPTION

Primarily performs telecommunications facilities assignment work relating to customer service installation and maintenance and to engineering work prints; performs other generally related functions.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Uses service orders, cable and telephone equipment and engineering work orders/drawings to establish and maintain appropriate facility records.
2. Uses mechanized records to perform assignment and facility work associated with service orders, major estimate and routine cable work.
3. Prepares assignment records.
4. Assigns and maintains facilities (cable pair, terminal, central office equipment) through the use of mechanized systems which may necessitate the reassignment of other working lines (line or station transfers); enters completion and/or status information into appropriate records.
5. Analyzes records for cables serving an area to determine general circuit availability and recommends rearrangement of cable and terminal facilities.
6. Enters or retrieves information for various mechanized systems using computer terminal equipment. R
7. Responds to requests from other work groups for facility (central office and outside plant) information and facility discrepancy resolution.
8. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Makes field visits.
2. Prepares reports and maintains records associated with work activity.
3. Reviews, uses and/or distributes various manual and mechanized reports in the performance of daily tasks.
4. Wears a headset.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Facilities Assignment Control System/Loop Assignment Center Mini-Course (FACS/LAC-MC)
- Keyboarding Skills Test (may be required) R

There may be additional factors about employee candidates for this position that should also be considered.

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours; and overtime, emergency call-outs, weekends and holidays, as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience or in an assignment office.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom training. May be away from home location.
- On-the-job training.

JOB DESCRIPTION

Services, keeps clean and polishes motor vehicles and auxiliary equipment; checks and changes tires, batteries, and spark plugs; makes incidental minor adjustments when required; performs building cleaning and service work as required; prepares necessary records and reports; and performs other generally related work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Wears appropriate safety equipment and follows established safety practices and procedures.
2. Performs motor vehicle service work which includes fueling, complete lubrication, flushing and checking cooling system.
3. Drives Company vehicles of all types including those equipped with manual transmissions and auxiliary power work equipment.
4. Maintains appearance items on vehicle; cleans interior; washes and polishes as required.
5. Performs minor vehicle repair work which includes replacing filters, fan belts, hoses, lights, checking and replacing batteries and other miscellaneous parts.
6. Performs tire pressure routines; checks and changes tires.
7. Prepares routine service schedules; posts vehicle service records; prepares other necessary records and reports.
8. Handles and/or transports material such as ladders, tools and equipment weighing up to a maximum of 75 pounds.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Performs cleaning and service work in building and on grounds.
2. Cleans and services garage and shop tools and work equipment.
3. Balances tires and wheels.
4. Installs and removes tire chains; inspects and repairs broken chains by adding and replacing main and cross links as required.
5. Establishes and maintains vehicle parts inventory; maintains parts inventory records and exercises inventory security practices.

PHYSICAL REQUIREMENTS

- Physical Abilities Evaluation (PAE) – Must be able to lift up to 75 pounds. R
- Job-related physical examination.
- Ability to perceive differences in colors.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours; overtime, emergency call-outs, weekends and holiday work as required.
- Requires valid state driver's license and satisfactory driving record check.
- Requires ability to drive vehicle with manual gear shift.
- May require commercial driver's license.
- May require a security check.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with work-related experience in mechanical field.
- Completion and satisfactory performance in job-related training or schooling in mechanical field.

TRAINING

- Classroom training.
- On-the-job training.

JOB DESCRIPTION

Cleans, dusts and services building quarters; cleans and polishes furniture and fixtures; makes necessary records and reports; and does other generally related work. Performs other work similar to that of House Service Maintainers to a limited extent.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Wears appropriate safety equipment and follows established safety practices and procedures.
2. Cleans, dusts and polishes building quarters, furniture and fixtures.
3. Performs service work in buildings and on premises.
4. Receives and prepares supplies and stationery.
5. Handles and/or transports items such as chairs, waste baskets and house service supplies weighing up to a maximum of 50 pounds.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Prepares necessary records and reports.

PHYSICAL REQUIREMENTS

- Job-related physical examination.
- May require a maximum candidate weight limit of 325 pounds dressed in working clothes. R

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours; overtime, emergency call-outs, weekends and holidays, as required.
- May require a security check.

JOB TITLE: HOUSE SERVICE ATTENDANT WAGE SCALE: NONCRAFT
(continued)

BASIC QUALIFICATIONS (Continued)

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Cleans and services building quarters; maintains grounds and premises; cleans and polishes furniture and fixtures; collects and disposes of refuse; performs minor maintenance work on buildings and fixtures where required; makes necessary records and reports; and does other generally related work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Wears appropriate safety equipment and follows established safety practices and procedures.
2. Performs cleaning and service work in buildings including cleaning and polishing furniture and fixtures, waxing floors with heavy waxing machines, and collecting and disposing of refuse.
3. Maintains grounds and premises including mowing the lawn, shoveling snow, washing outside areas and driveways, and washing outside windows.
4. Performs minor maintenance work on buildings and fixtures.
5. Handles and/or transports items such as desks, heavy furniture, ladders, supplies and equipment weighing up to a maximum of 150 pounds.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Prepares necessary records and reports.
2. Works aloft on ladders.
3. Receives and prepares heavy boxes of supplies and stationery.

PHYSICAL REQUIREMENTS

- Job-related physical examination.
- May require a maximum candidate weight limit of 325 pounds dressed in working clothes. R

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)

There may be additional factors about employee candidates for this position that should also be considered.

JOB TITLE: HOUSE SERVICE MAINTAINER WAGE SCALE: NONCRAFT
(continued)

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours; overtime, emergency call-outs, weekends and holidays, as required.
- May require a security check.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Coordinates all system installation and MAC activities with technicians, CSRs, and/or subcontractors; stages materials and controls cutover proceeding; prices nonstandard parts and provides complex labor estimates for MAC group. Has working knowledge of various products and their availability, product pricing, and non-routine installation charges.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Coordinates installation and MAC activities with technicians and/or customers, material staging, documentation, monitoring, scheduling, and controlling installation procedures.
2. Responsible for scheduling technicians for trouble tickets.
3. Physically counts inventory on vans with technician present to confirm the count, enters inventory count into AS/400, investigates inventory discrepancies.
4. Verifies accuracy of subcontractors' billings, audits all documentation, and tracks subcontractor accruals for periodic reporting.
5. Prices nonstandard equipment parts and provides complex and non-routine labor estimates to MAC.
6. Customer contacts with respect to post cutover satisfaction; assuring customer that message will be transmitted to proper person as appropriate.
7. Point of contact for SBA/SWBT representatives for orders. Routes and prices site surveys, verifies equipment configuration, inputs credit application, sends out contracts, schedules new installs, and orders equipment.
8. Point of contact for SWBT operations to schedule activity for non-metropolitan areas.
9. Required to operate terminal and printer for data storage and retrieval.
10. Requires minimal supervision.
11. Requires a high degree of interpersonal and organization skills.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

- No essential functions which may be required.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying score must be met on:

- Telephone Ability Battery (TAB)
- Customer Service Assessment (CSA) Core/Service Version R
- Keyboarding Skills Test (Level 1 is required)
- Oral Proficiency Interview (OPI) - Spanish (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours and overtime, weekends and holidays as required.
- Ability to speak a foreign language may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Performs work associated with the design, provisioning or administration of the switched network including local and toll functions, and/or with Customer Premises Communication Equipment, such as: PLEXARR, CENTREX, and special features; inputs recent change messages into stored program control switching machines; assists in the identification of any trouble causing conditions associated with recent change messages. Performs other generally related clerical work of a complex nature.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Answers telephone, answers inquiries, takes messages and relays calls.
2. Works with service orders, cable and telephone equipment records.
3. Responds to requests from other work groups for equipment, feature and facility information.
4. Enters or retrieves information from various mechanized systems using cathode-ray tubes (CRT) and terminal equipment.
5. Prepares reports and maintains records associated with work activity.
6. Works to meet revenue goals, service commitments and other deadlines.
7. Works on a job where a high degree of accuracy is required due to customer sensitivity.
8. Uses mechanized system to compile machine specific recent change messages in response to service orders or other official company documents.
9. Enters recent change messages into electronic switching systems.
10. Reads, interprets and analyzes service orders utilizing a variety of mechanized systems.
11. Reads and interprets various vendor documentation for the preparation of translations.
12. Assists in the identification of any trouble-causing conditions associated with recent change messages.
13. Monitors mechanized systems to ensure proper downloading of recent change messages and manually handles rejected orders.
14. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal for letters, reports and other material. R
2. Reviews, uses and/or distributes various manual and mechanized reports in the performance of routine daily tasks.
3. Receives, maintains, screens, tests, updates and analyzes trouble reports.
4. Handles and/or transports boxes of supplies including computer paper, cards, etc. weighing up to a maximum of 50 pounds.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Facilities Assignment Control System/Loop Assignment Center Minicourse (FACS/LAC-MC) (may be required)
- Keyboarding Skills Test (may be required) R

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours; and overtime, emergency call-outs and holidays, as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.
- Classroom training. May be away from home location.

JOB DESCRIPTION

Inspects, tests, analyzes condition of, locates, and clears trouble in Company motor vehicles, special purpose motor vehicle equipment, and other motor-driven equipment such as compressors, generators, pumps, and blowers; prepares records and reports; performs other associated work operations as required. Subject to certification, where applicable.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Wears appropriate safety equipment and follows established safety practices and procedures.
2. Inspects and tests physical and operating parts of all types of cars and trucks, including all component units, for safety, mechanical defects, performance, preventive maintenance or repairs.
3. Inspects and tests special purpose equipment for vehicles such as mechanically or hydraulically operated winches, derricks, personnel lifts, etc.
4. Uses special testing instruments and tools such as sophisticated engine performance machines and emission analysis equipment to analyze, repair, adjust or replace parts, as required, on motor vehicles and equipment.
5. Diagnoses operating faults, failures and potential troubles to determine nature and causes of trouble, corrective and preventive measures to be taken and need for emergency or routine maintenance repairs.
6. Performs inspections to determine whether material is loaded properly and vehicles are maintained in a neat, orderly manner; does servicing as required.
7. Moves and/or lifts material such as tools and test sets weighing up to a maximum of 100 R pounds.
8. Utilizes practices, vehicle manufacture specifications and diagrams to perform the job.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Maintains part and material inventories; initiates and maintains individual vehicle repair and performance summaries and records; forwards reports of problems to field supervisors.
2. Analyzes frequently found troubles or unique faults and recommends modifications in construction or design of vehicle or equipment.
3. Checks quality of work completed by outside vendor.
4. Inspects Company vehicles to determine that proper loading is maintained for special purposes of a specific unit.
5. Prepares inspection schedules of vehicles for routine inspection and servicing.
6. Makes road tests of all types of vehicles and equipment under actual field conditions in order to analyze troubles and operating problems under various situations.
7. Coordinates work with other employees in various departments.

PHYSICAL REQUIREMENTS

- Physical Abilities Evaluation (PAE) – Must be able to lift up to 100 pounds. R
- Job-related physical examination.
- Ability to perceive differences in wire and cable colors.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying score must be met on:

- Telephone Ability Battery (TAB)
- Automotive Maintenance Qualification Test (AMQT)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work evening or night tours; overtime, emergency call-outs, weekends, and holidays, as required.
- Requires valid state driver's license and satisfactory driving record check.
- Requires ability to drive vehicle with manual gear shift.
- May require commercial driver's license.
- May require a security check.
- May require certification to perform state motor vehicle inspections, where applicable.
- May require certification to perform underground storage tank calibrations, where applicable (Texas only).

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience in motor vehicle maintenance.
- Completion and satisfactory performance in job-related training or schooling in motor vehicle maintenance.

TRAINING

- Classroom training.
- On-the-job training.

JOB DESCRIPTION

Performs installation and maintenance operations on premise wiring and equipment associated with public communications; corrects faults in such equipment and wiring; prepares records and reports as necessary; handles other generally associated operations and work assignments.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Wears appropriate safety equipment and follows established safety practices and procedures.
2. Uses tools to install and maintain premise wiring and associated equipment.
3. Reviews and interprets work orders, company practices and other related work documents.
4. Performs required maintenance such as inspecting and cleaning premise wiring and associated equipment.
5. Places premise wire relative to coin installation or repair activity.
6. Uses arithmetic to add, subtract, multiply and divide whole numbers.
7. Moves and/or lifts material such as ladders and tools weighing up to a maximum of 100 pounds. R
8. Climbs ladders.
9. Does work involving kneeling, stooping, crouching, crawling or other uncomfortable positions.
10. Works independently with little supervision.
11. Customer contact with customers.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Drives Company vehicle.
2. Wears special apparatus for service protection such as Electro-Static Discharge (ESD).
3. Operates terminal to access computer operating systems.
4. Makes collections from pay stations.
5. Connects and terminates wires on various types of Public Telephone equipment.
6. Install coin station equipment and related structures such as booths, shelves and signs.
7. Prepares detailed records and reports as necessary.

PHYSICAL REQUIREMENTS

- Physical Abilities Evaluation (PAE) – Must be able to lift up to 100 pounds. R
- Job-related physical examination.
- Ability to perceive differences in wire and cable colors.
- May require a maximum candidate weight limit of 325 pounds dressed in working clothes.

BASIC QUALIFICATIONS**TESTS:**

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Technical/Mechanical Test (TMT)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours; overtime, call-outs, weekends and holidays, as required.
- Requires valid state driver's or chauffeur's license, whichever is applicable, and satisfactory driving record check.
- May require ability to drive vehicle with manual gear shift.
- May require security check.
- May work outside in all types of weather.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance on a previous job with related work experience in electrical, electronics or mechanical field.
- Completion and satisfactory performance in job-related training or schooling in electrical, electronics or mechanical field.

TRAINING

- Classroom training. May be away from home location.
- On-the-job training.

JOB DESCRIPTION

Orders, receives, stocks, disburses and inventories plant telephone supplies and tools; performs turn-around work on recovered telephone sets; loads motor vehicles and drives supply truck or other motor vehicle; loads and unloads material; operates power-driven material handling equipment; prepares and maintains related records and reports; and performs other generally associated functions. May also perform mail handling functions.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Wears appropriate safety equipment and follows established safety practices and procedures.
2. Receives and prepares supplies, equipment and tools for equipping of or delivery to field forces.
3. Does work involving a lot of kneeling, stooping, crouching, crawling or other uncomfortable positions.
4. Checks incoming supplies, equipment, and tools against orders and stocks material in bins or on shelves, maintaining inventories of same.
5. Moves and/or lifts material and supplies, cable reels, reels of wire and related stock and equipment weighing up to a maximum of 150 pounds.
6. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Drives Company vehicle.
2. Loads Company trucks with tools and equipment and drives to other Company garages and storerooms and refills installation, repair and line trucks with stock supplies.
3. Receives returned goods from the field, appraises them, and determines if they should be returned to the supplier or put back in stock.
4. Performs reconditioning work on recovered telephone sets using small hand tools.
5. Collects and sorts mail, packages, records and supplies.
6. Transports and distributes mail, records and supplies to other Company offices according to a schedule or route.
7. Operates power-driven material handling equipment which may elevate the operator to a height of 30 feet.
8. Handles a variety of clerical and record-keeping duties such as filling out forms or preparing reports.
9. Operates cable measuring and cutting machinery. Manually maneuvers cable reels weighing up to 15,000 pounds and threads cable into machinery.
10. Interfaces with vendors and/or suppliers.
11. Enters data and/or obtains information via a computer terminal.

PHYSICAL REQUIREMENTS

- Physical Abilities Evaluation (PAE) – Must be able to lift up to 150 pounds. R
- Job-related physical examination.
- Ability to perceive differences in wire and cable colors.
- In those instances where an employee works with lead-sheath cable, may be required to undergo periodic medical examination.
- May require a maximum candidate weight limit of 325 pounds dressed in working clothes.

BASIC QUALIFICATIONS**TESTS:**

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Excel Skills Test (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours; overtime, emergency call-outs, weekends and holidays as required.
- Requires valid state driver's license appropriate to weight and size of vehicle driven, dependent on state and federal licensing requirements.
- Requires satisfactory driving record check. May be required to participate in drug testing as mandated by federal requirement.
- May require commercial driver's license.
- May require ability to drive vehicle with manual gear shift.
- May require a security check.
- May require working outside in all kinds of weather.
- May require working in an environment that is not heated or air conditioned.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job related work experience.
- Completion and satisfactory performance in job related training or schooling.

TRAINING

- Classroom training may be required. May be away from home location.
- On-the-job training.

JOB		WAGE	
TITLE:	<u>TECHNICAL ASSOCIATE</u>	SCALE:	<u>NONCRAFT</u>

JOB DESCRIPTION

Performs duties associated with the design, provisioning, and administration of the network for message trunks, including inter-exchange carriers and local service providers. Enters, retrieves, and analyzes information from various computer and operational support systems. Provides output using those systems and current software applications.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Answers telephone, handles inquiries, takes messages, and relays calls.
2. Operates a computer terminal to enter and edit data or to retrieve information.
3. Reviews and analyzes various records for correctness, completeness, and compliance with Company practices and/or local policies.
4. Researches and resolves discrepancies.
5. Works closely with other work groups and departments to accomplish assigned work.
6. Performs incidental office work such as sorting, copying, posting, and filing.
7. Prepares memorandums and reports that will be reviewed by other employees.
8. Works on a job where a high degree of accuracy and timely completion of work are required to meet service objectives.
9. Must have knowledge of company/organizational procedures and the ability to exercise judgement in making decisions.
10. Customer contact may be required.
11. Completes studies of a specialized nature as assigned.
12. Maintains current knowledge of PC software.
13. Travels on a limited basis for training and/or participation in project implementation.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Creates and maintains records of equipment, facilities, circuits, and capital investment by entering data into computer systems such as TRDB, TIRKS, EXACT, PICS/DCPR, and TIDE/NDCC.
2. Analyzes data and interprets reports from various mechanized systems such as SORD, LMOS, PREMIS, LSMS, TKWINS, TKFLEX, TDMS, WSF, BVAPP and DARE to complete database verifications and make corrections.
3. Initiates, tracks, or completes orders in the database to establish message trunk groups, assign interoffice facilities, and/or assign central office terminating/signaling equipment.
4. Prepares and coordinates load cuts to maintain optimum office load balance.
5. Performs software and parameter evaluations to insure feature integrity of switches.

JOB
TITLE:

TECHNICAL ASSOCIATE

WAGE
SCALE:

NONCRAFT

continued

6. Performs monitoring/surveillance of network elements (lines, trunks, telephone numbers, or SS7 Links) to identify service problems and capacity shortages.
7. Provides telephone number assignments for a wide range of services including POTS, DID, WATS, ISDN, Intellinumber, Plexar, Cellular, Coin, and Smart Trunks.
8. Performs new NNX code activation functions including the tracking of telephone number utilization, forecasting the need for additional numbers, and preparing detailed NNX code request forms.
9. Maintains an adequate supply of telephone numbers in PREMIS and synchronizes this file with the SWITCH database.
10. Verifies accuracy of billing for vendor services and equipment prior to payment authorization.
11. Performs on-line journal transactions to transfer, reclassify, and retire dollars and/or units on company asset records.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (may be required)
- Keyboarding Skills Test (may be required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Works day hours, Monday through Friday, but may be assigned to shifts including day, evening, and night tours.
- Weekends, holidays, and overtime may be required.
- A valid state driver's license and satisfactory driving record check may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

JOB
TITLE:

TECHNICAL ASSOCIATE

WAGE
SCALE:

NONCRAFT

continued

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience using skills on a calculator, adding machine, typewriter/word processor, etc.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.
- Classroom training. May be away from home location.

GRAPHICS

- Graphics Specialist-A, B

JOB DESCRIPTION

Designs and executes graphic presentations incorporating many design elements such as text types, display types, line illustrations, photographs, space and color, etc. into an artistic overall layout for varied types of presentations, i.e., slides, transparencies, brochures, booklets, training materials, easels, posters, flyers, mastheads, logo designs, binder cover designs, forms, statistical charts and graphs, etc.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Reviews and interprets statistical data or rough sketches provided by clients in order to design and execute a variety of graphs or charts that clearly and attractively illustrate each client's story.
2. Designs and produces brochures, pamphlets, statistical publications, handbooks, etc.
3. Uses computerized composition equipment, phototypography, copyfitting, paste-up and layout.
4. Reviews art work for acceptability as to content, size and borders in accordance with Company art specifications.
5. Designs and executes mechanicals for slide or transparency presentations requiring creativity in layout and effective use of typography and illustrative art.
6. Works on a job where a high degree of accuracy is required in a short period of time.
7. Works at a desk for long periods of time.
8. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Works directly with clients to develop their ideas into effective presentations.
2. Updates periodic recurring projects such as newsletters, statistical publications, etc.
3. Operates equipment and machines such as phototype composers, specialty typewriters, computer terminals, transparency producing equipment, reproduction photography equipment, reproduction/copier equipment and color copiers. R
4. Performs incidental clerical assignments.
5. Estimates completion time on assigned projects when requested.
6. Job duties are performed in either an individual or group atmosphere with much interaction with others in the work group and other work groups.
7. Handles and/or transports items such as equipment, boxes of supplies and/or paper weighing up to a maximum of 75 pounds.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (may be required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)

A
|
A

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must present a comprehensive portfolio of graphic art samples for approval to qualify.
- Must be willing to work day, evening or night tours; and overtime, daily and/or on weekends as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance rating in a previous job with job-related work experience in commercial art.
- Completion and satisfactory performance in job-related training or schooling in such areas as drawing, design, paste-up or layout.

TRAINING

- On-the-job training.

GROUP 1 CRAFT

- Cable Splicing Technician R
- Combination Technician R
- Communications Technician
- Customer Services Technician R
- Data Services Technician
- Network Center Technician
- RMATS Technician
- Systems Technician R

R=Revision

JOB DESCRIPTION

Makes and completes splices in various types of communication cables; makes rearrangements in existing splices of such cables; cuts in cable terminals; makes cable terminations; tests, locates and corrects faults in such splices and cables when required; places cable and terminals when required; prepares records and reports as required; does other preventive and corrective cable maintenance work, etc.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Wears appropriate safety equipment and follows established safety practices and procedures.
2. Reviews and interprets work orders, circuit diagrams and follows standard practices.
3. Works with hot metal, small hand tools, mechanical equipment, test equipment, color coded and tone-identified wires when connecting wires and cables to other telephone equipment and when connecting cable pairs together.
4. Splices wires by twisting and soldering or by joining with connectors and splicing tool in aerial, underground, buried, submarine, and building, multiple conductor cable, coaxial cable, fiber optic and other wire; terminates wires on various types of equipment by soldering or mechanical wire wrapped method; covers conductors with insulating material.
5. Prepares newly installed cables and connectors before splicing by removing outer sheath and insulation.
6. Identifies conductors in adjoining cable sections according to diagrams and specifications by means of tone.
7. Closes splices by enclosing with bolted-on waterproof case, heat shrinking closure or fitting and wiping a lead sleeve over splice opening.
8. Climbs step and nonstep poles to a working height of a minimum of 18 feet and/or climbs ladders and works aloft with hand tools.
9. Works with lead cable, core filled cable and chemical compounds.
10. Uses sophisticated electrical test instruments to verify and determine defective wire and/or fiber in cable.
11. Uses test equipment to check for gas in manholes; may have to remove water and other debris from manholes.
12. Moves and/or lifts material such as ladders, tools, manhole covers, nitrogen tanks and test sets weighing up to a maximum of 100 pounds. R
13. Does work involving a lot of kneeling, stooping, crouching, crawling or other uncomfortable positions.
14. Drives Company vehicle.
15. Keeps detailed record of all work activity.
16. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Reviews and analyzes complex schematic drawings to determine work to be done and the sequence of tasks.
2. Operates hydraulic aerial lifts (buckets) and ladders mounted on trucks.
3. Repairs and maintains outside cable facilities.
4. Locates and marks path and depth of underground and buried cables, drops and wires.

PHYSICAL REQUIREMENTS

- Physical Abilities Evaluation (PAE) – Must be able to lift up to 100 pounds. R
- Job-related physical examination.
- Ability to perceive differences in wire and cable colors.
- May require a maximum candidate weight limit of 325 pounds dressed in working clothes.
- May require fiber optic eye examination.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past experience, minimum qualifying score must be met on:

- Technical/Mechanical Test (TMT)
- Digital Cable Technologies Mini-Course (DCT-MC) (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours; and overtime, emergency call-outs, weekends, and holidays, as required.
- Requires valid state driver's license and satisfactory driving record check.
- May require commercial driver's license.
- May require ability to drive vehicle with manual gear shift.
- May require a security check.
- Works outside in all kinds of weather.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with work-related experience in electrical, electronics or mechanical field.
- Completion and satisfactory performance in job-related training or schooling in electrical, electronics or mechanical field.

TRAINING

- Classroom training. May be away from home location.
- On-the-job training. May be away from home location.

JOB DESCRIPTION

Installs, rearranges, removes and repairs subscriber's equipment and associated wiring and maintains outside plant and central office equipment in small exchanges; maintains toll outside plant; prepares records and reports; and performs other generally related functions.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Wears appropriate safety equipment and follows established safety practices and procedures.
2. Uses sophisticated test equipment, measuring devices, meters and hand tools in analyzing, adjusting, installing, wiring, repairing, maintaining and testing communications services facilities and associated equipment.
3. Reviews and interprets service orders, circuit diagrams and follows standard practices.
4. Installs, rearranges, changes, disconnects, maintains and repairs both simple and complex telephone equipment.
5. Analyzes defects, tests, repairs and maintains telephone switching circuits and equipment in central offices, manual central office equipment, power plant equipment, toll and private line equipment.
6. Works with cable and telephone equipment records and engineering drawings.
7. Climbs poles and ladders and works aloft with hand tools.
8. Moves and/or lifts material such as ladders, tools and test sets weighing up to a maximum of 100 pounds. R
9. Does work involving a lot of kneeling, stooping, crouching, crawling or other uncomfortable positions.
10. Keeps detailed record of all work activity.
11. Drives Company vehicle.
12. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Performs routine maintenance such as cleaning, lubricating and adjusting equipment.
2. Repairs and maintains outside cable facilities and open wire.

PHYSICAL REQUIREMENTS

- Physical Abilities Evaluation (PAE) – Must be able to lift up to 100 pounds. R
- Job-related physical examination.
- Ability to perceive differences in wire and cable colors.
- May require a maximum candidate weight limit of 275 pounds dressed in working clothes.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying score must be met on:

- Technical/Mechanical Test (TMT)
- Digital Cable Technologies Mini-Course (DCT-MC) (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

PAST EXPERIENCE:

- Satisfactory past craft job experience.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours; and overtime, emergency call-outs, weekends and holidays as required.
- Requires valid state driver's license and satisfactory driving record check.
- May require ability to drive vehicle with manual gear shift.
- May require a security check.
- Works outside in all types of weather.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience in electrical, electronics or mechanical field.
- Completion and satisfactory performance in job-related training or schooling in electrical, electronics or mechanical field.

TRAINING

- Classroom training.
- On-the-job training.

JOB DESCRIPTION

Performs installation, testing, and maintenance operations on dial central office, PBX, circuits, carrier, power equipment and computer systems and associated equipment and wiring; locates and corrects faults in such equipment and wiring; places, removes and rearranges cross connections on distributing frames when required; operates central office power plants; tests and maintains equipment associated with toll terminal communication, radio, and video services; prepares records and reports as necessary; handles other generally associated operations and work assignments.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Wears appropriate safety equipment and follows established safety practices and procedures.
2. Uses sophisticated electronic test equipment, measuring devices, meters and hand tools in analyzing, adjusting, installing, wiring, repairing, maintaining and testing communications equipment.
3. Performs required maintenance such as inspecting, cleaning, testing, and lubricating equipment.
4. Reviews and interprets documents, service orders, circuit diagrams, and follows standard practices.
5. Operates terminal to access computer operating systems.
6. Uses testing and measuring devices to test new and existing service, assure proper circuit connections, and analyze and isolate trouble cases.
7. Coordinates clearing of trouble with other offices and outside plant repair forces and works with other employees and/or customers in the maintenance and installation of communications services.
8. Moves and/or lifts material weighing up to a maximum of 75 pounds.
9. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Removes or places connections on distributing frames.
2. Operates and maintains power equipment.
3. Examines the interaction between computer hardware and software to isolate malfunctioning components in the network.
4. Uses operating system software programs to determine why processors and processor controlled equipment are not functioning correctly; corrects faulty hardware and software.
5. Uses program documents and manuals as references to determine the correct structure and contents of computer data bases and isolate data base errors.
6. Uses software modification computer inputs to create, modify and/or correct data base contents.

7. Wears special apparatus for service protection (e.g., Electro-Static Discharge).
8. Prepares detailed records and reports.
9. Climbs ladders, poles, works aloft or in manholes.
10. Drives Company or personal vehicle.
11. Does work involving a lot of kneeling, stooping, crouching, crawling or other uncomfortable positions.
12. Makes sales recommendations to customers; demonstrates and recommends additional equipment and services.

PHYSICAL REQUIREMENTS

- Physical Abilities Evaluation (PAE) – Must be able to lift up to 75 pounds. R
- Job-related physical examination.
- Ability to perceive differences in wire and cable colors.
- May require fiber optic eye examination.
- May require a maximum candidate weight limit of 295 pounds dressed in working clothes. Work outside of Central Office type environment may require maximum candidate weight limit of 325 pounds dressed in working clothes.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Technical Knowledge Test (TKT)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night hours; overtime, emergency call-outs, weekends and holidays as required.
- May require valid state driver's or chauffeur's license, whichever is applicable, and satisfactory driving record check.
- May require ability to drive vehicle with manual gear shift.
- May require a security check.
- May require a general class F.C.C. radio license or the equivalent lifetime certificate in some locations.
- May be required to be away from home location for extended periods of time.
- May work outside in all types of weather.

BASIC QUALIFICATIONS (Continued)

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance on a previous job of installing and/or maintaining communications switching or circuit equipment.
- Completion and satisfactory performance in job-related training or schooling in electrical or electronics field.

TRAINING

- Classroom training. May be away from home location.
- On-the-job training.

JOB DESCRIPTION

Performs installation, testing and maintenance operations on pole line plant, cable sheath, conductors and terminations, service wire, carrier, power and telephone equipment and associated wiring; locates and corrects faults in such equipment and wiring; removes and rearranges cross connections on cable plant and on distributing frames when required; prepares records and reports as necessary; handles other generally associated operations and work assignments.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Wears appropriate safety equipment and follows established safety practices and procedures.
2. Uses sophisticated test equipment, measuring devices, meters and hand tools in analyzing, adjusting, installing, wiring, repairing, maintaining and testing communications services facilities and associated equipment.
3. Reviews and interprets work orders, circuit diagrams, company practices and other related work documents.
4. Performs required maintenance such as inspecting, cleaning and testing communication services facilities and associated equipment.
5. Places or digs up buried cable and service wire relative to installation or repair activity.
6. Performs air dryer maintenance and maintains cable under gas pressure.
7. Works with lead cable, core filled cable and chemical compounds.
8. Uses arithmetic to add, subtract, multiply and divide whole numbers.
9. Moves and/or lifts material such as ladders, tools and test sets weighing up to a maximum of 100 pounds. R
10. Climbs step and nonstep poles to a working height of a minimum of 18 feet and/or climbs ladders and works aloft with hand tools.
11. Does work involving a lot of kneeling, stooping, crouching, crawling or other uncomfortable positions.
12. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Drives Company vehicle.
2. Operates and maintains power equipment.
3. Operates and/or works from hydraulic aerial lifts (buckets) and ladders mounted on trucks.
4. Wears special apparatus for service protection such as Electro-Static Discharge (ESD).
5. Closes splices with bolted-on waterproof case, heat shrink material or fitting and wipes a lead sleeve over splice opening.
6. Operates terminal to access computer operating systems.
7. Makes sales recommendations to customers; demonstrates and recommends additional equipment and services.

8. Removes or places connections on distributing frames.
9. Works in manholes for extended periods of time.
10. Digs splice pits for repair of damaged closures or cables.
11. Locates and marks path and depth of underground and buried cables, drops and wires.
12. Splices wires by twisting and soldering or by joining with connectors and splicing tool in aerial, underground, buried, submarine and building; multiple conductor cable, coaxial cable, fiber optic and other wire; terminates wires on various types of equipment by soldering or mechanical wire wrapped methods; covers conductors with insulating material.
13. Installs coin station equipment and related structures such as booths, shelves and signs.
14. Prepares detailed records and reports as necessary.

PHYSICAL REQUIREMENTS

- Physical Abilities Evaluation (PAE) – Must be able to lift up to 100 pounds. R
- Job-related physical examination.
- Ability to perceive differences in wire and cable colors.
- May require fiber optic eye examination.
- May require a maximum candidate weight limit of 325 pounds dressed in working clothes.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Technical/Mechanical Test (TMT)
- Digital Cable Technologies Mini-Course (DCT-MC) (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours; overtime, call-outs, weekends and holidays, as required.
- May require commercial driver's license.
- Requires valid state driver's or chauffeur's license, whichever is applicable, and satisfactory driving record check.
- May require ability to drive vehicle with manual gear shift.
- May require a security check.
- May work outside in all types of weather.

JOB TITLE: CUSTOMER SERVICES TECHNICIAN

WAGE

GROUP 1 CRAFT

SCALE:

(continued)

BASIC QUALIFICATIONS (Continued)

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance on a previous job with related work experience in electrical, electronics or mechanical field.
- Completion and satisfactory performance in job-related training or schooling in electrical, electronics or mechanical field.

TRAINING

- Classroom training. May be away from home location.
- On-the-job training.

JOB DESCRIPTION

Installs, rearranges and removes various types of Data Customer Premise Equipment and miscellaneous special equipment associated with products offered by SBC but not limited to Frame, Cell Relay or Digital Subscriber Line (DSL) which is located on the customer side of the network interface; locates and corrects faults and performs routine tests and inspections on such equipment and wiring; prepares records and reports as necessary; and handles other generally related work operations.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Wears appropriate safety equipment and follows established safety practices and procedures.
2. Uses sophisticated test equipment, measuring devices, meters and hand tools in analyzing, adjusting, installing, wiring, repairing, maintaining and testing communications services, facilities and associated equipment involving Data Services including but not limited to DSL.
3. Reviews and interprets service orders and circuit diagrams and follows standard practices.
4. Performs work in connection with installing, rearranging, removing, testing and repairing complex types of Data Services and wiring.
5. Inspects and tests Data CPE, wiring and other equipment to locate sources of trouble; repairs or replaces faulty equipment or wiring.
6. Plans layout and installs inside wiring cable.
7. Connects Data CPE to cable or fiber by color-coded wires and connects color-coded wires in the cable with terminals, telephone equipment and/or Data CPE.
8. Moves and/or lifts material such as ladders, tools and test sets weighing up to a maximum of 75 pounds.
9. Climbs ladders and works with hand tools.
10. Does work involving a lot of kneeling, stooping, crouching, crawling or other uncomfortable positions.
11. Drives Company vehicle.
12. Keeps detailed record of all work activity.
13. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Discusses services and equipment with customer.
2. Selects locations and installs equipment, cabinets, terminals, etc.
3. Uses a computer to enter or retrieve data.
4. Makes sales recommendations to customers; demonstrates and recommends additional equipment and services.

PHYSICAL REQUIREMENTS

- Physical Abilities Evaluation (PAE) – Must be able to lift up to 75 pounds. R
- Job-related physical examination.
- Ability to perceive differences in wire and cable colors.
- May require fiber optic eye examination.
- May require a maximum candidate weight limit of 325 pounds dressed in working clothes.

BASIC QUALIFICATIONS**TESTS:**

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Technical/Mechanical Test (TMT)

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours; overtime, call-outs, weekends and holidays, as required.
- Requires valid state driver's license and satisfactory driving record check.
- May require ability to drive vehicle with manual gear shift.
- May require a security check.
- Works outside in all types of weather.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related experience in electrical or electronics field.
- Completion and satisfactory performance in job-related training or schooling in electrical or electronics field.

TRAINING

- Classroom training.
- On-the-job training.

R=Revision

JOB DESCRIPTION

This position will be utilized in Network Operations Centers and various Special Service Centers (i.e., Inter-Exchange Carrier Centers, General Business Centers, Major Accounts Centers). This position when utilized in Network Operations Centers is responsible for network reliability through performing surveillance, testing, analysis and maintenance of network components. When utilized in Special Service Centers this position is responsible for installation and repair of designed services. May handle customer and inter/intra company contacts, maintain records, trouble history and tracking systems, and handle other generally associated operations and work assignments necessary to maintain total network reliability for new and existing services.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by the job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED

1. Follows established safety practices and procedures.
2. Uses sophisticated electronic test equipment, computer work stations and systems, in surveillance, analyzing, administering, repairing, maintaining and testing communications and related equipment.
3. Performs required maintenance such as analyzing output messages of systems, analyzing the trouble indications, customer trouble reports and taking appropriate steps to correct any malfunctions.
4. Prepares, enters and maintains software of associated equipment and systems.
5. Performs and coordinates acceptance testing of services and equipment.
6. Reviews and interprets documents such as service orders, circuit diagrams, engineering documents, trouble analysis manuals, translation guides, trouble report history and data from various support and automated test equipment.
7. Operates terminal(s) to access various computer and Network systems such as NMA, SWITCH-FOMS, WFA, TIRKS, MTS, MARCH, DCS, SONET, MLT, SARTS, HEKIMIAN, WILTRON, etc.
8. Uses testing and analysis devices and systems to complete required work functions.
9. Coordinates with and may lead the activities of inside or outside on-site forces and works with other employees and/or customers in the maintenance and installation of new and existing services.
10. Works independently with little supervision.
11. Works to meet revenue, maintenance and service goals.
12. Completes training as required to meet requirements of job.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Examine the interaction between computer hardware and software to isolate malfunctioning components in the network.
2. Uses operating system software programs to determine why processors and processor controlled equipment are not functioning correctly, corrects faulty hardware and software.
3. Uses program documents and manuals as references to determine the correct structure and contents of computer data bases and isolate data base errors.
4. Performs remote testing in conjunction with the installation and repair of designed services.
5. Provides assistance and coordinates with field (Central Office, Installation, Repair) forces and in some centers leads and/or directs the field forces' activities.
6. Uses software modification computer inputs to create, modify and/or correct data base contents.
7. Travels to remote locations to perform on-site assistance with trouble or maintenance activities.
8. Visits customer locations and participates in service discussions.
9. Drives company or personal vehicle.
10. Prepares detailed records and reports.
11. Wears special apparatus for service protection (e.g., Electro-Static Discharge).
12. Performs work that may require long periods of time in a seated or other position.
13. Makes sales recommendations to customers; demonstrates and recommends additional equipment and services. R

PHYSICAL REQUIREMENTS

- No physical requirements

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Technical Knowledge Test (TKT)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening, or night hours; overtime, emergency call-outs, weekends and holidays as required.
- May require valid state driver's or chauffeur's license, whichever is applicable, and satisfactory driving record check.
- May require ability to drive vehicle with manual gear shift.
- May require a security check.
- May require a general class F.C.C. radio license or the equivalent lifetime certificate in some locations.
- May be required to be away from home location for extended periods of time.

BASIC QUALIFICATIONS (Continued)

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance on a previous job of installing and/or maintaining communications switching or circuit equipment.
- Satisfactory performance on a previous job of testing and coordination of the installation, maintenance, and repair of designed services.
- Completion and satisfactory performance in job-related training or schooling in electrical or electronics field.

TRAINING

- Classroom training. May be away from home location
- On-the-job training

JOB DESCRIPTION

Performs the analysis and resolution of trouble conditions on customer PBX, complex transmission mediums, LAN, and associated equipment and software. Complex transmission mediums are defined as equipment used to transmit video, data, voice, such as, but not limited to, microwave, FDDI/EtherNet/Token-Ring, LANs, modems, fiber optics, PC hardware/software, channel banks, and protocol conversion equipment.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Receives customer trouble reports from Repair Centers and automatic alarm polling.
2. Analyzes trouble conditions and determines proper course of action.
3. Provides technical assistance to field repair.
4. Analyzes trouble history of individual Key and PBX systems and complex transmission mediums in order to determine potential service problems and to identify chronic trouble conditions.
5. Tracks trouble reports for resolution of problem to ensure customer satisfaction.
6. Performs record keeping functions and provides data for periodic reports.
7. Handles cartons, equipment, etc., weighing up to a maximum of 75 pounds.
8. Requires broad background in the installation and maintenance of stored-program PBX systems and complex transmission mediums, and good working modulation, magnetic tape interface, and software organization.
9. Requires thorough understanding of software maintenance diagnostics and field repair procedures.
10. Interfaces with customers, vendors, and/or other departments.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Data input and retrieval in a mechanized data base.
2. Performs software audits and password changes for regional offices.
3. Drives Company vehicle.
4. Maintains hardware and software used in remote service center.
5. On-site visits with customer to determine course of action.
6. Directs the action of vendor personnel to resolve equipment problem.
7. Makes sales recommendations to customers; demonstrates and recommends additional equipment and services.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Customer Services Representative Minicourse (CSR-MC)
- Customer Service Assessment (CSA) Core/Service Version R

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- May require a security check.
- May be required to wear uniform for customer premise work.
- May be required to provide personal hand tools.
- May be required to wear appropriate safety equipment and follow established safety practices and procedures for customer premise work.
- Must be willing to work day, evening, or overtime, emergency call-outs, weekends and holidays, including travel as required.
- May require valid state driver's license and satisfactory driving record check.
- May require travel to distant location for training.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.
- Specific equipment training provided.
- Certification on specific equipment may be required.

JOB DESCRIPTION

Installs, rearranges and removes various types of PBX, teletypewriter, subscribers' station, and miscellaneous special equipment and associated wiring; locates and corrects faults and performs routine tests and inspections on such equipment and wiring; maintains exchange and toll outside plant, particularly in smaller exchanges; installs, tests and maintains equipment associated with radio communications and video services; prepares records and reports as necessary; and handles other generally related work operations.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Wears appropriate safety equipment and follows established safety practices and procedures.
2. Uses sophisticated test equipment, measuring devices, meters and hand tools in analyzing, adjusting, installing, wiring, repairing, maintaining and testing communications services facilities and associated equipment.
3. Reviews and interprets service orders and circuit diagrams and follows standard practices.
4. Performs work in connection with installing, rearranging, removing, testing and repairing complex types of telephone services and wiring, including multiline key telephone systems and PBXs.
5. Inspects and tests telephone sets, wiring and other equipment to locate sources of trouble; repairs or replaces faulty equipment or wiring.
6. Plans layout and installs inside wiring cable.
7. Connects telephone sets to cable by color-coded wires and connects color-coded wires in the cable with terminals and telephone equipment.
8. Moves and/or lifts material such as ladders, tools and test sets weighing up to a maximum of 100 pounds. R
9. Climbs step and nonstep poles to a working height of a minimum of 18 feet and/or climbs ladders and works aloft with hand tools.
10. Does work involving a lot of kneeling, stooping, crouching, crawling or other uncomfortable positions.
11. Drives Company vehicle.
12. Keeps detailed record of all work activity.
13. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Discusses service and equipment with customer.
2. Selects locations and installs equipment, cabinets, terminals, etc.
3. Repairs and maintains outside cable facilities, particularly in smaller exchanges.
4. Uses a computer to enter or retrieve data.
5. Makes sales recommendations to customers; demonstrates and recommends additional equipment and services.

PHYSICAL REQUIREMENTS

- Physical Abilities Evaluation (PAE) – Must be able to lift up to 100 pounds. R
- Job-related physical examination.
- Ability to perceive differences in wire and cable colors.
- May require fiber optic eye examination.
- May require a maximum candidate weight limit of 325 pounds dressed in working clothes.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experiences, minimum qualifying scores must be met on:

- Technical Knowledge Test (TKT)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours; and overtime, emergency call-outs, weekends and holidays, as required.
- Requires valid state driver's license and satisfactory driving record check.
- May require ability to drive vehicle with manual gear shift.
- May require a security check.
- Works outside in all types of weather.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related experience in electrical or electronics field.
- Completion and satisfactory performance in job-related training or schooling in electrical or electronics field.

TRAINING

- Classroom training.
- On-the-job training.

GROUP 2 CRAFT

- Outside Plant Technician R
- Systems Analyst

GROUP 2-A CRAFT

- Frame Attendant

JOB DESCRIPTION

Places, rearranges and removes pole lines, open wire, drop and block wire, all types of cable plant and conduit; performs preventive maintenance work as required to satisfactorily maintain such outside plant; performs loop checking survey work; prepares reports as necessary and does other generally related work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Wears appropriate safety equipment and follows established safety practices and procedures.
2. Reads work orders or circuit diagrams to determine work to be performed.
3. Dismantles, moves or removes aerial, underground or building wire, cable, associated equipment and hardware.
4. Does construction work such as digging holes, placing poles, and laying cable and conduit in the ground.
5. Unreels, pulls and strings wire and cable from pole to pole.
6. Uses arithmetic to add, subtract, multiply and divide whole numbers.
7. Moves and/or lifts material such as ladders, tools and test sets weighing up to a maximum of 100 pounds. R
8. Climbs poles (step and nonstep to a working height of a minimum of 18 feet), ladders, enters tunnels, buildings, trenches, crawl spaces or manholes to place materials.
9. Uses hands or hand tools to make minor adjustments or put parts together.
10. Does work involving a lot of kneeling, stooping, crouching, crawling or other uncomfortable positions.
11. Drives Company vehicle.
12. Keeps detailed record of all work activity.
13. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Operates power equipment such as compressors, pumps, blowers and hydraulic equipment.
2. Uses test equipment to check for gas in manholes.
3. Removes water and other debris from manholes.
4. Connects wires and cables to terminals and attaches or detaches various kinds of hardware to wires, cable, buildings or poles.
5. Locates and marks path and depth of underground cables, wires and drops.

PHYSICAL REQUIREMENTS

- Physical Abilities Evaluation (PAE) – Must be able to lift up to 100 pounds. R
- Job-related physical examination.
- Ability to perceive differences in wire and cable colors.
- May require a maximum candidate weight limit of 325 pounds dressed in working clothes.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying score must be met on:

- Technical/Mechanical Test (TMT)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours; and overtime, emergency call-outs, weekends and holidays, as required.
- Requires valid state driver's license and satisfactory driving record check.
- May require commercial driver's license.
- May require ability to drive vehicle with manual gear shift.
- May require a security check.
- Works outside in all types of weather.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with experience in electrical, electronics or mechanical field.
- Completion and satisfactory performance in job-related training such as electrical, electronics or mechanical field.

TRAINING

- Classroom training. May be away from home location.
- On-the-job training.

JOB DESCRIPTION

This position requires knowledge of the products sold and maintained by the Company. Must be able to analyze trouble reports and talk with customers in clearing the trouble. Determines course of action for the trouble report.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Requires ability to communicate effectively and handle customer calls, move, add, and change requests from all types of customers and employees. May initiate call to customer to secure additional information or notify customer of status of trouble report.
2. Must be able to talk customers through simple repairs.
3. Review, interpret, analyze and screen trouble reports to determine correct action to facilitate repair.
4. Maintains customer's records to reflect repair history and activity.
5. Performs miscellaneous office duties as assigned by supervisor.
6. Data input and retrieval in a mechanized data base.
7. Interacts with customers, vendors, and/or other departments.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Receives customer orders, moves, adds, and changes.
2. Updates Company data base.
3. Coordinates software orders with the manufacturer.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying score must be met on:

- Customer Services Representative Minicourse (CSR-MC)
- Customer Service Assessment (CSA) Core/Service Version

R

There may be additional factors about employee candidates for this position that should also be considered.

JOB TITLE: SYSTEMS ANALYST WAGE SCALE: GROUP 2 CRAFT R
(continued)

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening, or night tours and overtime, weekends and holidays as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience
- Completion and satisfactory performance in job-related training or schooling

TRAINING

- On-the-job-training.

JOB DESCRIPTION

Places, removes and rearranges cross-connections on distributing frames in central offices; performs maintenance routines on distributing frames; places and removes test leads, plug-up cords and service trunks; identifies cable pairs; prepares records and reports as required; performs other generally associated operations.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Wears appropriate safety equipment and follows established safety practices and procedures.
2. Reviews and interprets service orders, circuit diagrams, and follows standard practices.
3. Connects, disconnects, removes, rearranges and maintains wires inside a central office connecting customers' lines with central office equipment.
4. Determines work to be done by reading service orders and other company-issued documents.
5. Checks for dial tone on a cable pair using a telephone set.
6. Routinely inspects all parts of the frames for breaks or loose termination.
7. Tests wire work performed for the purpose of assuring reliable service and identifying troubles.
8. Completes work by using small hand tools such as pliers, screwdriver, soldering iron and special test equipment.
9. Uses a computer terminal to obtain information from various mechanized systems.
10. Prepares records and reports.
11. Moves and/or lifts material weighing up to a maximum of 75 pounds.
12. Climbs a ladder.
13. Does work involving a lot of kneeling, stooping, crouching, crawling or other uncomfortable positions.
14. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Pulls wires and carries test equipment, wire coils and associated equipment.
2. Drives Company and/or personal vehicle.

PHYSICAL REQUIREMENTS

- Physical Abilities Evaluation (PAE) – Must be able to lift up to 75 pounds. R
- Job-related physical examination.
- Ability to perceive differences in wire and cable colors.
- May require fiber optic eye examination.
- May require maximum candidate weight limit of 295 pounds dressed in working clothes

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying score must be met on:

- Telephone Ability Battery (TAB)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours; and overtime, emergency call-outs, weekends and holidays, as required.
- May require valid state driver's license and satisfactory driving record check.
- May require ability to drive vehicle with manual gear shift.
- May require a security check.
- May be required to be away from home location for extended periods of time.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with work-related experience in electrical, electronics or mechanical field.
- Completion and satisfactory performance in job-related training or schooling in electrical, electronics or mechanical field.

TRAINING

- Classroom training. May be away from home location.
- On-the-job training.

CONTACT

- Business Representative
- Business Services Instructor
- Business Systems Representative
- Coin Counter
- Communications Consultant
- Customer Clerk
- Customer Representative
- Customer Service Representative I
- Customer Service Representative II
- Customer Services Specialist
- Field Assistant
- Installation Coordinator
- Marketing Assistant
- Pay Telephone Consultant
- Revenue Management Representative
- Sales Agent
- Sales and Service Consultant
- Sales Clerk
- Senior Consultant
- Service Representative
- Teller

R

R=Revision

JOB DESCRIPTION

Handles the simpler kinds of outside business office work for a particular unit or district, such as visiting customers' premises to obtain signatures or payments; visits for the collection of final accounts; and interviews customers with respect to minor service reports which they have made. In smaller offices, this employee's duties may include some of the work which would be assigned to a Coin Collector and also some of the simpler duties which would be assigned to a Customer Representative in a larger office.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Makes visits to customer premises to obtain signatures or payments.
2. Makes visits for collection of final accounts.
3. Interviews customers with respect to minor service reports.
4. Drives Company or personal vehicle.
5. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Makes pick-ups and deliveries of certain supplies, mail, etc.
2. Originates correspondence, reports and statistical documents.
3. In smaller offices, may be assigned Coin Collector duties.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS

Except where candidate has satisfactory past job experience, minimum qualifying score must be met on:

- Telephone Ability Battery (TAB)

There may be additional factors about employee candidates for this position that should also be considered.

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Normally works day hours. Must be willing to work some overtime, including evenings, weekends and holidays, as required.
- Requires valid state driver's license and satisfactory driving record check.
- May require ability to drive vehicle with manual gear shift.
- May require a security check.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience in sales or other public contact experience.
- Completion and satisfactory performance in job-related training or school.

TRAINING

- Classroom training.
- On-the-job training.

JOB DESCRIPTION

Trains customer attendants and station users on the use and operation of telecommunications systems. Training may take place on customer premises or telephone company locations. Activates programmable system features and conducts station reviews. Performs other services to the attendant facility as may be required. At direction of Management, may perform other customer contact duties. May perform other work in the department.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Coordinates meetings with business customers to make training arrangements.
2. Trains customer station users and attendants on how to operate SWBT-provided products and services, e.g., Plexar[®], E911, voice messaging, attendant consoles, ACD, CPE.
3. Performs follow-up training and reviews user acceptance of sold products and services to achieve maximum customer satisfaction.
4. Prepares weekly/monthly time and territory plans on training and cutover commitments.
5. Coordinates with other departments pre-, during and post-cutover.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Maintains a proper inventory of training material and supplies to customers as required.
2. Keeps training material current relative to products and services being sold and the newest features available.
3. Provides assistance on cutover day with user questions and records and reports problem areas to Network personnel.
4. Provides follow-up reports post-training and post-cutover to Account Executives, identifying and detailing potential sales opportunities.
5. Instructs telephone users on telephone techniques.
6. Provides servicing activity for business customers such as the preparation of designation strips, demonstration of operator aids, etc.
7. Prepares records and reports.
8. Drives Company or personal vehicle.

PHYSICAL REQUIREMENTS

- No physical requirements.

JOB TITLE: BUSINESS SERVICES
INSTRUCTOR

WAGE SCALE: BUSINESS SERVICES
INSTRUCTOR

(continued)

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Business Services Instructor Assessment (BSIA)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Hours vary depending upon assignment. Normally works day hours, Monday through Friday, however, may be required to work weekends, holidays and/or other overtime work.
- Requires valid state driver's license and satisfactory driving record check.
- Travel to cities not in the report location and some overnight stays may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Current or previous direct customer contact experience either face-to-face or via telephone, e.g., telemarketing agent, customer service representative, sales clerk.
- Completion and satisfactory performance in related training such as public speaking, communication skills, etc.

TRAINING

- Required curriculum for job including product, instructor, presentation skills (including audio-visual) and overcoming objections courses.
- On-the-job training.

JOB DESCRIPTION

Performs sales/support duties for outside sales personnel. Position requires a working knowledge of Key and PBX products and marketing department operations and other support functions.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Recommends business systems configurations, accurately computes and quotes prices, negotiates due dates within standard installation intervals to customers.
2. Recommends equipment/service to enhance customer's existing system.
3. Sells or processes renewals on customer maintenance contracts.
4. Interviews customers with respect to orders, customer questions, and/or complaints.
5. Processes orders for customers and transmits to proper department for completion.
6. Contacts customer with respect to post cutover satisfaction.
7. Verifies that the inventory issued to the job matches what is being billed to the customer. Coordinates with technicians, CSRs and/or sales people to resolve discrepancies.
8. Handles special assignments at the direction of the supervisor.
9. Interacts with customers and inter-company employees.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Performs customer demonstrations on telephone systems.
2. Operates computer terminal and printer for data storage and retrieval.
3. Performs various clerical functions as assigned by supervisor.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying score must be met on:

- Telephone Ability Battery (TAB)
- Customer Service Assessment (CSA) Core/Service and Sales Version R
- Keyboarding Skills Test (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours and overtime, weekends and holidays as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom and on-the-job training.
- Specific equipment training will be provided.

JOB DESCRIPTION

Performs the physical work of moving and lifting coin bags and filled receptacle cases incident to the counting and reporting of large volumes of coin collections; handles pay station keys and seals receptacles. May do other incidental clerical work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Counts coins collected from telephone receptacles with automatic counting machine and records results for each collection.
2. Enters data into computer terminal.
3. Works on a job where a high degree of accuracy is required.
4. Performs repetitive work that involves the same activities without interruption for long periods of time.
5. Handles and/or transports coin bags and coin filled receptacles weighing up to a maximum of 75 pounds many times a day.
6. Works in physically confining or uncomfortable positions.
7. Wears safety equipment such as hard hat, safety glasses and weight belts in accordance with established safety practices and procedures.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Seals receptacles with manual sealing machine.
2. Makes simple arithmetic computations manually or with a calculator.
3. Works standing up for long periods of time.
4. Completes several counting summary reports daily.
5. Handles a high volume of work.
6. Processes work to meet deadlines.

PHYSICAL REQUIREMENTS

- Physical Abilities Evaluation (PAE) – Must be able to lift up to 75 pounds. R
- Job-related physical examination.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)

There may be additional factors about employee candidates for this position that should also be considered.

JOB TITLE: COIN COUNTER WAGE SCALE: COIN COLLECTOR GROUP
(continued)

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Normal day hours, Monday through Friday, with occasional weekend, holiday and/or other overtime work.
- May require a security check.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job related work experience operating business machines such as calculating machines or data processing machines.
- Completion and satisfactory performance in job related training or schooling.

TRAINING

- Classroom training.
- On-the-job training.

JOB TITLE: COMMUNICATIONS CONSULTANT WAGE SCALE: COMMUNICATIONS CONSULTANT

JOB DESCRIPTION

Performs sales and support account work as assigned by Management primarily in the business market. This account work includes visits to customer premises and involves local, intercity, and special services associated with all types of communications terminals and systems.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Makes visits to customer premises in response to customer requests for communications advice and assistance.
2. Makes sales contacts and conducts communications studies and analyses at the direction of management.
3. Recommends and sells service and equipment configurations to customers.
4. Participates in team selling programs.
5. Computes, recommends and quotes rates, tariff provisions and other Company policy matters to customers.
6. Handles customer complaints, requests or inquiries.
7. Operates computer terminal to enter data and/or obtain information.
8. Drives Company or personal vehicle; intercity travel may be required.
9. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Prepares daily activity and other types of detailed reports.
2. Prepares letters to customers.
3. Handles interdepartmental negotiations regarding telephone number assignments, facilities, equipment due dates, billing matters, etc.
4. Communicates detailed information necessary for the preparation of service orders.
5. Answers telephone, takes messages and relays calls.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Consultant Assessment Program (CAP)
- Oral Proficiency Interview (OPI) - Spanish or Vietnamese (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Normally works day hours Monday through Friday with management-directed overtime, including nights and, on occasion, Saturdays and/or Sundays and holidays.
- Must have a valid state driver's license and satisfactory driving record.
- May require ability to drive vehicle with manual gear shift.
- May require a security check.
- Ability to speak a foreign language may be required.

NOTE: In the event your job responsibilities require the regular use of your private passenger vehicle while conducting Company business, you may be required to maintain minimum limits insurance coverage to cover both business and personal use. You will need to check with your supervisor to determine if this requirement applies to you. R

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous sales job or a job requiring public contact.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom and on-the-job training.
- Will be required to attend training courses of varying lengths (approximately 15 weeks) in other cities.

JOB DESCRIPTION

Sells products and services face-to-face and by telephone utilizing appropriate selling skills. Prepares records and reports; maintains displays and inventories; performs associated sales servicing work and handles other generally associated duties.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Quotes rates and sells telephone equipment and services to customer face-to-face or by telephone (e.g., station and terminal equipment, extension service, touch-tone service, custom calling services, incidental items).
2. Enters customer information, equipment and service items on order form or into a computer terminal for transmittal to business office or other processing location.
3. Checks credit of customer.
4. Handles customer payments.
5. Maintains displays and inventories of telephone sets.
6. Prepares, packages, receives and dispenses telephone sets including assembly, placement of number plates, verification that the set is working and demonstration of modular connection for customer.
7. Answers telephone, takes messages and relays calls.
8. Handles customer mail and other correspondence, supplies, etc.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Drives from one work location to another.
2. Assembles telephone sets using modular kits.
3. Maintains charts, files and records.
4. Handles and/or transports boxes of supplies weighing up to a maximum of 25 pounds from floor to table or to a shelf no higher than six feet.

PHYSICAL REQUIREMENTS

- No physical requirements.

JOB TITLE: CUSTOMER CLERK

WAGE SCALE: CUSTOMER CLERK

(continued)

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Oral Proficiency Interview (OPI) - Spanish or Vietnamese (may be required)

R

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Many assignments are part time. Specific job assignments may require day, evening, weekend or holiday tours. Occasional overtime work may be required.
- May require a security check.
- When driving is required, a valid driver's license and satisfactory driving record check are required.
- Ability to speak a foreign language may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience in contact job or outside selling work.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom training.
- On-the-job training.

JOB DESCRIPTION

Performs the more involved or complex outside business office work for a particular unit or district.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Communicates with customers via telephone or in person concerning bills, deposits, advance payments; negotiates installation, removal or changes to telephone equipment.
2. Handles claims, complaints and other investigations at customers' premises.
3. Conducts interviews and presentations in connection with various Company-initiated activities.
4. Originates correspondence, reports, etc.
5. Drives Company or personal vehicle.
6. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Coordinates with other departmental employees.
2. Performs clerical, public relations and reporting functions.
3. Makes pick-ups and deliveries of supplies, mail, etc.
4. Makes public presentations and film showings.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)

There may be additional factors about employee candidates for this position that should also be considered.

PAST EXPERIENCE:

- Satisfactory performance as a Business Representative or similar premise contact job.

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Normally works day hours. Must be willing to work overtime, including evenings, weekends and holidays, as required.
- Requires a valid state driver's license and satisfactory driving record check.
- May require ability to drive vehicle with manual gear shift.
- May require a security check.
- Works outside in all types of weather.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom training.
- On-the-job training.

JOB DESCRIPTION

Performs pre-conversion activities which include data base information collection, preparation of floor plans for set locations, and identification of system feature options for Key System installations and MAC work. Performs input of data base and conducts customer training for Key System usage as part of installation or MAC activity. Typically, is the prime customer contact during installation activities.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Communicates effectively with customers, in person and by telephone, in courteous and professional manner.
2. Conducts station reviews and data base information gathering for key systems at customer's location.
3. Advises customers on key system applications, features, and operation to aid in system design decisions.
4. Reviews and researches key system problems/applications to aid in system design or problem resolution.
5. Conducts oral presentations/demonstrations of key system equipment and services.
6. Prepares and conducts customer user training and follow-up training on key systems.
7. Inputs and modifies key system software for installation, maintenance, and move/add/change work.
8. Participates in key system implementation meetings.
9. Provides follow-up to ensure problems are resolved to customer's satisfaction.
10. Working knowledge of key system features, operation and data base.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Drives Company and/or personal vehicle.
2. Makes sales recommendations to customers; demonstrates and recommends additional equipment and services. R

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying score must be met on:

- Telephone Ability Battery (TAB)
- Business Services Instructor Assessment (BSIA)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- May require a valid state driver's license and satisfactory driving record check.
- Must be willing to work day, evening or night tours and overtime, weekends, and holidays as required.
- Must be willing to travel for training and out-of-region work assignments.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.
- Classroom training may be provided.

JOB DESCRIPTION

Performs pre-conversion activities which include data base information collection, preparation of floor plans for set locations, and identification of system feature options for PBX Systems, complex product installations and MAC work. Performs input of data base and conducts customer user training for PBX Systems and complex products as part of installation or MAC activity. Typically, is the prime contact during installation activities.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Communicates effectively with customers, in person and by telephone.
2. Conducts station reviews and data base information gathering for key and PBX systems at customer's location.
3. Advises customers on complex applications, systems features, and operation to aid in system design decisions.
4. Reviews and researches complex problems/applications to aid in system design or problem resolution.
5. Conducts oral presentations/demonstrations of complex equipment and services.
6. Prepares and conducts customer user training and follow-up training on complex systems.
7. Inputs and modifies complex system software for installation, maintenance, and move/add/change work.
8. Participates in complex system implementation meetings.
9. Provides follow-up to ensure problems are resolved to customer's satisfaction.
10. Working knowledge of complex system features, operation and data base.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Drives Company and/or personal vehicle.
2. Makes sales recommendations to customers; demonstrates and recommends additional equipment and services.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying score must be met on:

- Telephone Ability Battery (TAB)
- Consultant Assessment Program (CAP)

R

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- May require a valid state driver's license and satisfactory driving record check.
- Must be willing to work day, evening or night tours and overtime, weekends, and holidays as required.
- Must be willing to travel for training and out-of-region work assignments.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.
- Classroom training may be provided.

JOB DESCRIPTION

Handles telephone contacts from residence and business customers who are receiving Annoying and Anonymous (A&A) calls, making decisions that will result in customer satisfaction. Negotiates with customers who are requesting traces, including scope and duration of trace and disposition of cases after call is successfully traced. Establishes traces on customer lines. Prepares records and reports associated with abusive call complaints. Instructs customers relative to recommended action when an abusive call is received.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Conducts in-depth telephone interviews with customers who complain of harassing, abusive, or threatening telephone calls:
 - Determines type of calls being received.
 - Establishes the frequency and regularity of such calls.
 - Develops calling patterns.
 - Identifies suspects.
2. Establishes customer case files regarding A&A activity and maintains records of pertinent reports of abusive call activity received from complaining subscribers.
3. Electronically establishes traces on customer lines by accessing a computer and interfacing with multiple mechanized systems, such as MSIP or SPOT to input, verify and remove line identification equipment from serving central offices.
4. Coordinates with Switching Control Centers to have manual traces placed on customer lines.
5. Interfaces with designated law enforcement agencies and follows established Company practices and procedures.
6. Reviews and interprets various manual and mechanized sources of data, such as computer printouts and reference manuals.
7. Records notations on memo screen and other forms while talking to customers by telephone, including noting customer accounts via BOSS.
8. Conducts clerical duties, uses computer terminal, prepares correspondence and reports associated with abusive call complaints.
9. Processes work to meet service goals and commitment times designed to meet customers' needs promptly, accurately and pleasantly.
10. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Maintains files and records.
2. Refers customer requests, non-related to A&A calls or wiretaps, to the appropriate departments, and contacts other departments to secure information when appropriate.
3. Appears in court to provide testimony as required.
4. May offer products/services appropriate for these customers.
5. Drives Company or personal vehicle.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required)
- Oral Proficiency Interview (OPI) - Spanish or Vietnamese (may be required)
- Customer Service Assessment (CSA) Core/Service Version

R

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Specific job assignments may require part-time, day, evening, weekend or holiday tours. Occasional overtime work may be required.
- May require a security check.
- When driving is required, a valid driver's license and satisfactory driving records check are required.
- Ability to speak a foreign language may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job involving complaint handling or public contact work.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom training.
- On-the-job training.

JOB DESCRIPTION

Compiles material for development of rate studies, such as rural surveys, city and suburban house counts, and does simple analytical work in this connection.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Makes field visits to exchange areas to compile house counts, rural surveys, number of customers in mileage areas and base rate area studies.
2. Determines from various sources the expected growth rate in new subdivisions and summarizes the material gathered.
3. Reviews outside plant cable usage to facilitate preparation of outside plant forecasts.
4. Prepares reports and records which must be interpreted by others.
5. Drives Company or personal vehicle.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Originates correspondence, reports and statistical documents.
2. Makes mathematic calculations requiring use of calculator or manual ability.
3. Coordinates work with other employees and other departments.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying score must be met on:

- Telephone Ability Battery (TAB)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Normally works day hours, Monday through Friday. Must be willing to work overtime, weekends and holidays as required.
- Must have a valid state driver's license and satisfactory driving record.
- May require ability to drive vehicle with manual gear shift.
- May be required to work outside in all types of weather.

JOB TITLE: FIELD ASSISTANT WAGE SCALE: BUSINESS REPRESENTATIVE
GROUP

(continued)

BASIC QUALIFICATIONS (Continued)

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Coordinates all system installation and MAC activities with technicians, CSRs, and/or subcontractors; stages materials and controls cutover proceeding; prices nonstandard parts and provides complex labor estimates for MAC group. Has working knowledge of various products and their availability, product pricing, and non-routine installation charges.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Coordinates installation and MAC activities with technicians and/or customers, material staging, documentation, monitoring, scheduling, and controlling installation procedures.
2. Responsible for scheduling technicians for trouble tickets.
3. Physically counts inventory on vans with technician present to confirm the count, enters inventory count into AS/400, investigates inventory discrepancies.
4. Verifies accuracy of subcontractors' billings, audits all documentation, and tracks subcontractor accruals for periodic reporting.
5. Prices nonstandard equipment parts and provides complex and non-routine labor estimates to MAC.
6. Customer contacts with respect to post cutover satisfaction; assuring customer that message will be transmitted to proper person as appropriate.
7. Point of contact for SBA/SWBT representatives for orders. Routes and prices site surveys, verifies equipment configuration, inputs credit application, sends out contracts, schedules new installs, and orders equipment.
8. Point of contact for SWBT operations to schedule activity for non-metropolitan areas.
9. Required to operate terminal and printer for data storage and retrieval.
10. Requires minimal supervision.
11. Requires a high degree of interpersonal and organization skills.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

- No essential functions which may be required.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying score must be met on:

- Telephone Ability Battery (TAB)
- Customer Service Assessment (CSA) Core/Service Version R
- Keyboarding Skills Test (Level 1 is required)
- Oral Proficiency Interview (OPI) - Spanish (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours and overtime, weekends and holidays as required.
- Ability to speak a foreign language may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

This position demonstrates, sells, configures, prices, quotes financing, and prepares and executes documents for small business systems, usually on a referral basis.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Schedules customers into Business Services Division's (BSD) Small Business Express Centers in each regional office.
2. Greets clients and confirms communications requirements; probes for additional information as appropriate.
3. Demonstrates equipment, utilizing well developed presentation skills and feature/benefit comparisons.
4. Product line will initially include such products as: Key System, Norstar (compact and modular versions), Facsimile products, single and multi-line Plexar, mobile telephone service, and related ancillary equipment.
5. Prices equipment and installation, including sales tax, based on customer's requirements.
6. Obtains and transmits credit application from client. Informs customer of credit approval; may negotiate alternative payment plans if needed (i.e., rental or VISA/MasterCard).
7. Utilizes computer system to prepare documents necessary to complete transactions; i.e., purchase agreement, equipment schedule, warranty, credit application, lease agreement, and environmental work sheets. Executes agreements on behalf of the Company.
8. Coordinates with other departments and organizations, including BSD operations, Telecom billing, finance, warehouse, procurement, and Telephone Company organizations as needed to schedule visits and complete transactions.
9. Maintains inventory of single line and multi-line sets in Small Business Center sufficient to meet over-the-counter requirements. Orders supplies and additional inventory as needed.
10. Interacts daily with customers.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Performs duties on customer's premise.
2. Assists at trade shows or seminars.
3. Performs billing and collection activity.
4. Handles materials weighing up to a maximum of 20 pounds.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying score must be met on:

- Telephone Ability Battery (TAB)
- Customer Service Assessment (CSA) Core/Service and Sales Version R
- Keyboarding Skills Test (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- May require a valid state driver's license and satisfactory driving record check.
- Must be willing to work day, evening or night tours and overtime, weekends and holidays as required.
- May be required to use personal vehicle.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom and on-the-job training.

JOB DESCRIPTION

Handles coin telephone activities as assigned by Management, including connections, disconnections, arrangements and rearrangements, evaluations, and other duties related to the coin telephone market.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Represents the Company in sales and service activities with business customers whose communication services relate to public service matters.
2. Discusses with customer matters pertaining to the recommendation of future services needs, placement, removal, relocation or maintenance of equipment.
3. Operates computer terminal to enter data and/or obtain information.
4. Prepares service order memos, customer record files and intra-Company forms and negotiates license agreements/contracts.
5. Coordinates activities with other departments to meet revenue goals, service commitments and other deadlines.
6. Drives Company vehicle which may be standard transmission.
7. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Computes, recommends and quotes rates/tariffs on services and equipment to customers.
2. Assists in preparation of recommendations for sale of public telephone service and usage.
3. Follows up with other departments to assure customer satisfaction.
4. Spends many days driving to and walking around various locations to perform evaluation of revenue potential and equipment placement.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying score must be met on:

- Consultant Assessment Program (CAP)
- Oral Proficiency Interview (OPI) - Spanish (may be required)

R

There may be additional factors about employee candidates for this position that should also be considered.

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Normally works regular day hours Monday through Friday. May sometimes be required to work overtime.
- May require ability to drive vehicle with manual gear shift.
- Must have a valid state driver's license and satisfactory driving record.
- Some one-day and overnight travel will be required.
- Ability to speak a foreign language may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with sales and public contact experience; experience working with service orders.
- Completion and satisfactory performance in sales-related training or schooling.

TRAINING

- Classroom and on-the-job training.
- Will be required to attend training courses of varying lengths (1-3 weeks) in other cities.

JOB DESCRIPTION

Collects residence and business customers' accounts through inbound and outbound telephone contact, correspondence and public contact. Makes decisions regarding customers' credit worthiness which may result in the restriction, denial, restoral or disconnection of service and/or delay of service connection. Appears in small claims court to verify debts to the Company. Performs other related miscellaneous clerical, collection and adjustment activities.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Collects customers' accounts, residence and business, through telephone contact, written communication and public contact work.
2. Receives calls and correspondence from customers regarding payment arrangements.
3. Accurately computes and quotes adjustments, balances, etc., to customer as an extension of collection activity.
4. Obtains, establishes and assesses customer credit information, making decisions regarding the extension of credit, including the restriction, denial, restoral or disconnection of existing service and/or the delay of service connection.
5. Contacts and receives calls from other departments to secure or transmit information on customer account.
6. Researches and handles lost, unidentified or misapplied payments, problems with customer bills, illegible and/or dishonored checks and/or claims.
7. Reviews, interprets and applies practices.
8. Records notations on forms and/or computer terminal while talking to customers by telephone.
9. Works independently with little supervision.
10. Utilizes mechanized systems to initiate service orders and handle customer requests.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal for letters, reports and other material.
2. Coordinates with collection agencies.
3. Appears in small claims court to substantiate monies owed to the Company.
4. Uses automatic dialing equipment to make outgoing customer contact.
5. Wears a headset.
6. Answers telephone, answers inquiries, takes messages and relays calls.
7. Files and handles paperwork associated with various customer service activities.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying score must be met on:

- Telephone Ability Battery (TAB)
- Customer Service Assessment (CSA) Core/Service & Collections Version R
- Keyboarding Skills Test (Level 1 may be required)
- Oral Proficiency Interview (OPI) - Spanish or Vietnamese (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Forty-hour week. The scheduling of some hours and days of work will be during non-traditional work periods. Occasional overtime is required including nights, weekends or holidays.
- Ability to speak a foreign language may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job dealing with telephone contact work, complaint handling, collection work or public contact work.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom and on-the-job training.

JOB DESCRIPTION

Handles sales and service contacts with customers, dealing with non-complex products and services. Contacts may be inbound or outbound. May work in a retail or kiosk environment. Performs other related duties.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Sells/supports non-complex communication-related services and/or products.
2. Answers customer requests concerning products, billing, equipment, claims and may handle or report problem areas.
3. Reviews the needs and services of customers in order to make recommendations for additional products and services.
4. Uses a computer terminal to issue orders, obtain information, and resolve customer problems.
5. Transmits orders for services and products.
6. Wears a headset.
7. Arranges for both the initial ordering of products or services, other than SWBT initial dial tone, and makes changes and/or removal or returns of any assigned SBC product.
8. Provides general clerical support in a call center environment.
9. Participates in team selling programs and works to meet revenue or service goals, service commitments, or other deadlines.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Files and handles paperwork associated with various customer service activities.
2. Prepares reports.
3. Coordinates, demonstrates, or instructs customers on how to use communications related services or products.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS**TESTS:**

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Oral Proficiency Interview (OPI) - Spanish or Vietnamese (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Some assignments are part time. Specific job assignments may require day, evening, late nights, weekend, and/or holiday tours in a 7-day-a-week, 24-hour-a-day call center.
- Ability to speak a foreign language may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience in contact job or call center operation or outside selling work.
- Completion and satisfactory performance in job-related training or school.

TRAINING

- Classroom training.
- On-the-job training.

JOB DESCRIPTION

Handles sales and services contacts from customers regarding an assigned selection of products and services. Gives instructions on how to use these products and services. Answers questions, “trouble-shoots” and serves as a “help desk” for inquiries regarding these products and/or services, in addition to selling the products and/or services. May work in a retail or kiosk environment. Performs other related duties.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Sells/supports multiple communication-related services and/or product families.
2. Answers customer requests concerning multiple product family or channel related service, products, billing, equipment, claims, and may handle or report problem areas.
3. Trouble-shoots and makes recommendations to customers regarding the use of assigned product, channel, or service.
4. Uses a computer terminal to issue orders, obtain information, and resolve customer problems.
5. Has a high level of technical competency regarding a selected few specifically assigned services, channels, and/or projects.
6. Works to meet revenue or service goals, service commitments, and other deadlines.
7. Participates in team selling programs.
8. Wears a headset.
9. May coordinate, demonstrate, or instruct customers on how to use programmable systems, equipment, and/or services.
10. Arranges for both the initial ordering of products or services, other than SWBT initial dial tone, and makes changes and/or removal or returns of any assigned SBC product.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Files and handles paperwork associated with various customer service activities.
2. Prepares reports.

PHYSICAL REQUIREMENTS

- No physical requirements.

JOB TITLE: SALES AND SERVICE
CONSULTANT

WAGE SCALE: SALES AND SERVICE
CONSULTANT

(continued)

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Customer Service Assessment (CSA) Core/Service Version R
- Oral Proficiency Interview (OPI) - Spanish or Vietnamese (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Some assignments are part time. Specific job assignments may require day, evening, late nights, weekend, and/or holiday tours in a 7-day-a-week, 24-hour-a-day call center.
- Ability to speak a foreign language may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience in a telephone contact job or call center operation or outside selling work.
- Satisfactory performance as a Sales Agent in a call center.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom training.
- On-the-job training.

JOB DESCRIPTION

Handles sales contacts with customers, selling non-complex products and services. Performs other related duties.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Quotes rates and sells non-complex products and services.
2. Answers customer requests concerning service, products, billing, equipment, claims and reports problem areas.
3. Reviews the needs and services of customers in order to make recommendations for additional products and services.
4. Tells customer how to get information when unable to answer customer's question.
5. Operates computer terminal to enter data and/or obtain information.
6. Transmits orders for services.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Files and handles paperwork associated with various customer service activities.
2. Prepares daily activity reports.
3. Coordinates, demonstrates or instructs customers on how to use programmable telephone systems, equipment and/or services.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS**TESTS:**

Except where candidate has satisfactory past job experiences, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Sales Clerk Assessment (SCA)
- Oral Proficiency Interview (OPI) - Spanish or Vietnamese (may be required)

R

There may be additional factors about employee candidates for this position that should also be considered.

JOB TITLE: SALES CLERK

WAGE SCALE: SALES CLERK

(continued)

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Many assignments are part time. Specific job assignments may require day, evening, weekend or holiday tours. Occasional overtime may be required.
- Ability to speak a foreign language may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience in contact job or outside selling work.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom training.
- On-the-job training.

JOB DESCRIPTION

Handles sales and service contacts with customers, dealing with all products and services, including SWBT initial dial tone. Contacts may be inbound or outbound. May work in a retail or kiosk environment.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Answers customer/client requests or inquiries concerning services, products, billing, equipment, claims and reports problem areas.
2. Makes notations via computer terminal, sometimes while talking with customer.
3. Utilizes mechanized systems (e.g., BOSS, CABS, etc.) to initiate and complete service orders and handle customer requests.
4. Handles customer complaints, criticisms, discrepancies, requests or inquiries over the phone or in person.
5. Makes arrangements for the installation, removal or change of communication related services or products.
6. Works to meet revenue goals, service commitments and other deadlines.
7. Responsible for accurately computing and quoting adjustments, balance and rates to customers. Most computations involve addition, subtraction, multiplication and division.
8. Investigates and resolves incorrect billing.
9. Prepares service order memos, customer record files and intra-company forms.
10. Obtains, establishes and assesses customer credit information using judgment regarding extension of time, payment adjustments, etc.
11. Participates in team selling programs.
12. Works independently with little supervision.
13. Wears a headset.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Dictates, prepares and/or writes self-composed letters to customers.
2. Drives from one work location to another.
3. Performs customer contact duties on customer premise as required.
4. Uses typewriter and/or computer terminal.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Customer Service Assessment (CSA) Core/Service and Sales Version R
- Keyboarding Skills Test (Level 1 may be required)
- Oral Proficiency Interview (OPI)-Spanish or Vietnamese (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- 40-hour week. The scheduling of some hours and days of work will be during non-traditional work periods. Occasional overtime is required including nights, weekends or holidays.
- Where driving is required, a valid driver's license and satisfactory driving record check are required.
- Ability to speak a foreign language may be required.
- Travel may be required for training.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job dealing with telephone sales, complaint handling, collection work, service order writer or public contact work.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Initial extensive classroom training.
- Continuation training after assignment.

JOB DESCRIPTION

Handles the business transactions in connection with customers' accounts, including telephone and correspondence contacts and collection and order work, etc. In certain offices, Service Representatives also may be assigned to handle public office contacts.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Answers customer/client requests or inquiries concerning services, products, billing, equipment, claims and reports problem areas.
2. Makes notations via computer terminal, sometimes while talking with customer.
3. Utilizes mechanized systems (e.g., BOSS, CABS, etc.) to initiate and complete service orders and handle customer requests.
4. Handles customer complaints, criticisms, discrepancies, requests or inquiries over the phone or in person.
5. Makes arrangements for the installation, removal or change of telephone service or equipment.
6. Works to meet revenue goals, service commitments and other deadlines.
7. Responsible for accurately computing and quoting adjustments, balance and rates to customers. Most computations involve addition, subtraction, multiplication and division.
8. Investigates and resolves incorrect billing.
9. Files bills and records, primarily in numerical sequence..
10. Prepares service order memos, customer record files and intra-company forms.
11. Obtains, establishes and assesses customer credit information using judgment regarding extension of time, payment adjustments, etc.
12. Participates in team selling programs.
13. Works independently with little supervision.
14. Wears a headset.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Dictates, prepares and/or writes self-composed letters to customers.
2. Drives from one work location to another.
3. Performs customer contact duties on customer premise as required.
4. Uses typewriter and/or computer terminal for letters, reports and other material.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Employment Inventory (EI) – Required for Consumer Marketing Group (CMG) only
- Customer Service Assessment (CSA) Core/Service and Sales Version (CSA Core/Service Version required for ASC, Collocation, LSC, and LOC positions ONLY)
- Basic Computer Skills Test (BCST)
- Keyboarding Skills Test – Level 1
- Oral Proficiency Interview (OPI) - Spanish or Vietnamese (may be required)

R

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- 40-hour week. The scheduling of some hours and days of work will be during non-traditional work periods. Occasional overtime is required including nights, weekends or holidays.
- Where driving is required, a valid driver's license and satisfactory driving record check are required.
- Ability to speak a foreign language may be required.
- Travel may be required for training.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job dealing with telephone sales, complaint handling, collection work, service order writer or public contact work.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Initial extensive classroom training.
- Continuation training after assignment.

JOB DESCRIPTION

Receives payments made by customers in person at the business office; also may handle payments received by mail, sort paid stubs, and prepare payment reports.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Accepts and processes customers' office-, mail- and/or night-deposited bill payments.
2. Receives both bills and checks.
3. Answers customer inquiries concerning billing.
4. Refers more complicated customer requests to other employees.
5. Operates computer terminal to enter data and/or obtain information. R
6. Makes and receives telephone calls to or from other business offices, accounting centers or outside collection agencies concerning customer payments.
7. Makes and receives telephone calls concerning payments, credit extensions or denial of service.
8. Researches lost, unidentified or misapplied payments, illegible checks and problems with customer bills.
9. Operates adding machine or calculator to balance payments.
10. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal for letters, reports and other material. R
2. Operates several types of business machines such as an envelope-slicing machine or check-endorsing machine.
3. Prepares daily activity reports.
4. Files and handles paperwork associated with various customer service activities.
5. Relays messages for speech- and hearing-impaired users.
6. Does incidental work related to an office environment such as sorting and copying.

PHYSICAL REQUIREMENTS

- No physical requirements.

JOB TITLE: TELLER

WAGE SCALE: TELLER GROUP
(continued)

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required)

R

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Hours vary. Shifts may vary from early morning to late night. May require overtime and weekend work.
- May require a security check.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job as cashier, bookkeeper or bank teller.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Combined classroom and on-the-job training.

CENTRAL OFFICE ASSISTANT

- Central Office Assistant
-

OPERATING

- Central Office Clerk
 - Operator R
 - Service Assistant
-

CONSOLE OPERATOR

- Console Operator R
-

JOB DESCRIPTION

This position supports and assists the Console Operator in providing a variety of services to customers/clients. Duties may include training and administering the flow of traffic. Performs activities related to scheduling, payroll coding and maintaining employee records. May perform other miscellaneous clerical duties.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Works as part of a team in a competitive business environment where a high degree of customer courtesy, work quality and accuracy is required.
2. Operates computer terminal to enter data and/or obtain information.
3. Answers telephone, answers inquiries, takes messages and relays calls.
4. Assists in the administration of prepared initial, continuation and supplemental training programs.
5. Handles difficult, special or urgent client calls when necessary and assists in resolution of complaints.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Assists in ensuring adequate force levels to meet client service requirements.
2. Maintains/prepares records and reports.
3. Assists in the payroll/time reporting process for Console Operators.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Operator Spelling Test
- Keyboarding Skills Test (may be required)
- Sales Clerk Assessment (may be required)
- Oral Proficiency Interview (OPI) - Spanish or Vietnamese (may be required) R
- Oral Typing Skills Test (OTST) - (Dual Party Relay Services positions only) A

There may be additional factors about employee candidates for this position that should also be considered.

A=Addition

R=Revision

(continued) 11/00

BASIC QUALIFICATIONS (Continued)

PAST EXPERIENCE:

- Recent satisfactory performance as a Console Operator, Central Office Assistant or Operating employee.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work a variety of hours including day, evening or night tours, Saturdays, Sundays and holidays. Overtime may be required.
- Ability to speak a foreign language may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom training. Multiple sessions may be required.
- On-the-job training. Training will be tailored to meet client needs and may require multiple sessions.

JOB DESCRIPTION

Performs any or all of the central office clerical routines such as the maintenance of force records, the clerical work of assignment of hours, the preparation of various forms, etc. May do other work including operating in the central office.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Prepares and maintains detailed records and reports requiring the constant use of numbers, codes and basic math.
2. Enters, stores, retrieves and/or changes information in a mechanized data base via computer terminals. R
3. Maintains charts, files and records.
4. Maintains operator seniority list and assigns days and hours operators will work during a given week.
5. Computes daily and monthly reports on calls, work loads, force, etc.
6. Answers telephone, answers inquiries, takes messages and relays calls.
7. Uses typewriter and/or computer terminal for letters, reports and other material. R
8. Prepares lists, records and reports that will be reviewed by other employees.
9. Interacts with other departments to coordinate and relay information.
10. Does incidental work related to an office environment such as sorting and copying.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Performs payroll wage and tax operations.
2. Records data from registers.
3. Assists in the control of required operator line.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (Level 2 is required) R

There may be additional factors about employee candidates for this position that should also be considered.

BASIC QUALIFICATIONS (Continued)

PAST EXPERIENCE:

- Recent satisfactory performance as an Operating employee in the same service (DA or Toll).

SPECIAL JOB REQUIREMENTS:

- May be assigned to shifts including day, evening and night, some weekends, holidays and overtime may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience such as operator or previous work experience in areas of payroll routine and/or force assignments.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom training.
- On-the-job training.

JOB DESCRIPTION

Establishes and/or assists in establishing local and/or long distance connections by the operation of a computer-driven screen or comparable equipment, and performs other related operations such as preparation of ticket records, consultation of routing and rate lists, records of customers' telephone numbers, etc. May do incidental clerical work of a sorting, copying, posting and tabulating nature in a central office.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Wears a head set.
2. Works on a job where a high degree of accuracy is required.
3. Shares an office with others performing similar tasks.
4. Works in a sitting or standing position for long periods of time.
5. Works at a keyboard and/or keypad.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:**TOLL**

1. Assists telephone users in placing person-to-person, collect and credit card calls and calls to be billed to a third party.
2. Handles emergency calls, special assistance calls for people who are unable to dial and local calls that require operator assistance.
3. Prepares necessary billing data, noting details of service provided.
4. Operates computer terminal to assist customers with call completion and other assistance requests.

DIRECTORY ASSISTANCE

1. Furnishes information to callers requesting business, residence or government telephone numbers, addresses and zip codes.
2. Operates computer terminal to locate correct telephone number requested by caller.
3. Handles intercept calls which are customer calls to disconnected or changed numbers.
4. Enters or manually prepares appropriate billing information.
5. Completes call to requested telephone number when appropriate.

HOTEL BILLING INFORMATION, COIN REFUND AND CREDIT CLAIMS

1. Provides hotels, motels and other customers the amount of charges being billed on a call.
2. Investigates and resolves instances where billing details are incorrect.
3. Handles customer claims concerning faulty operation of coin telephones.

DUAL PARTY RELAY SERVICES

1. Establishes local and long distance connections and relays messages for speech and hearing-impaired users.
2. Uses various terminal devices (e.g., computer keyboards and teletypewriters) to type messages and other information.
3. Prepares necessary billing data.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS**TESTS:**

Except where candidate has satisfactory past job experience, minimum qualifying score must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required)
- Operator Spelling Test
- Oral Proficiency Interview (OPI) - Spanish or Vietnamese (may be required)
- Oral Typing Skills Test (OTST) - (Dual Party Relay Services positions only)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work a variety of hours including day, evening or night tours, split shifts, Saturdays, Sundays and holidays. Overtime may be required. (Hours are chosen by seniority.)
- Opportunity to trade days off and hours assigned.
- Ability to speak a foreign language may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom training. (In some locations, programmed instructions.)
- On-the-job training. May require training on several shifts.

JOB DESCRIPTION

Supervises and directs the handling of traffic by Operators in such a manner as to insure prompt, accurate and courteous handling of customers' orders and requests. Sees that Operators have all the required materials and equipment in proper condition to operate efficiently. Reports equipment trouble and unusual conditions to the proper persons. Participates in the continuing activity of developing and maintaining the knowledge and skill of Operators. Assists customers and Operators in handling calls where difficulty has been encountered. Maintains proper work relationships with and among Operators and keeps them informed on matters of general interest. At times may do operating work or substitute for higher levels of central office supervision. When assigned, teaches the fundamentals of operating to students and other employees. Performs such other duties as may be assigned that are essential to the proper operation of a central office.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Assists Operators in the prompt and accurate handling of customer calls to meet service and revenue goals.
2. Handles difficult, special or urgent customer calls when necessary.
3. Handles customer complaints and revenue claims.
4. Keeps employees informed on matters that affect their work such as procedural changes and new products and services.
5. Answers telephone, answers inquiries, takes messages and relays calls.
6. Administers prepared initial, continuation and supplemental training programs.
7. Administers policies of Non-Published Telephone Numbers when appropriate.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Checks and reports condition of equipment.
2. Assists in the control of required operator line; coordinates with the Force Management Center.
3. Prepares records and reports that will be read by other employees.
4. Maintains charts, files and records.
5. Wears a headset.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS**TESTS:**

Except where candidate has satisfactory past experience, minimum qualifying scores must be met on:

- Keyboarding Skills Test (may be required)
- Oral Proficiency Interview (OPI) - Spanish or Vietnamese (may be required)
- Oral Typing Skills Test (OTST) - (Dual Party Relay Services positions only)

R
A

There may be additional factors about employee candidates for this position that should also be considered.

PAST EXPERIENCE:

- Recent satisfactory performance as an Operating employee in the same service (DA or Toll).

SPECIAL JOB REQUIREMENTS:

- Must be willing to work a variety of hours including day, evening or night tours, split shifts, Saturdays, Sundays and holidays. Overtime may be required. (Hours are chosen by seniority).
- Ability to speak a foreign language may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom training.
- On-the-job training.

JOB DESCRIPTION

This position may handle a variety of calls for customers who subscribe to a competitive Southwestern Bell call management or information service offering. This position may also handle incoming or outgoing calls for clients engaged in marketing and/or sales activities. The work may also include handling incoming calls from customers needing information or assistance completing local and/or long-distance communications. Will utilize a computer terminal, keyboard, telephone and related telecommunications equipment and may interact with a variety of different databases and other resources to complete these work functions. May also perform related clerical work, including copying, posting, tabulating, filing and facsimile transmissions.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Works as part of a team in competitive business environment where a high degree of customer courtesy, work quality and accuracy is required.
2. May share an office with others performing similar tasks.
3. Operates computer terminal to enter data and/or obtain information.
4. Wears a headset and works in a sitting or standing position for extended periods.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Interacts with computer-assisted prompts during call processing.
2. Retrieves information from computer-assisted databases or other resources during call processing. Conveys information to the caller.
3. Quotes rates, provides information and sells non-complex products and services.
4. Assists callers in completing local or long-distance calls.
5. Handles emergency calls or calls from people needing special assistance.
6. Collects and prepares sales, billing and customer information as necessary before, during and after call completion.
7. Answers customer requests concerning service, products, billing, claims or other information, and reports problem areas.
8. Answers calls at a client official PBX, in-house number retrieval, transferring those calls to the appropriate telephone extensions and performing related clerical work.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Operator Spelling Test
- Keyboarding Skills Test (may be required)
- Sales Clerk Assessment (SCA) (may be required)
- Oral Proficiency Interview (OPI) - Spanish or Vietnamese (may be required)
- Oral Typing Skills Test (OTST) - (Dual Party Relay Services positions only)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work a variety of hours including day, evening or night tours, Saturdays, Sundays and holidays. Overtime may be required.
- Ability to speak a foreign language may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom training. Multiple sessions may be required.
- On-the-job training. Training will be tailored to meet client needs and may require multiple sessions.

CLERICAL E-1 & E-2

E-1

- Office Clerical Assistant-A, B, C, D, I

E-2

- Benefit Clerk
- Clerk-B, I
- Combination Clerk
- Final Accounts Clerk
- Miscellaneous Summaries Clerk
- Office Service Clerk
- PBX Attendant
- Posting Clerk
- Ticket Clerk
- Typist-A
- Typist-B, C, D

JOB DESCRIPTION

Performs simple clerical work which includes answering telephones, serving as a messenger, handling mail, filing, routine typing, etc.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Answers telephone, answers inquiries, takes messages and relays calls.
2. Files reports, letters, etc.
3. Receives, records, handles and distributes mail, reports, packages and office supplies.
4. Uses mailing equipment, terminals, flatbeds, two-wheelers, etc. to process incoming/outgoing mail.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal for letters, reports and other material.
2. Delivers mail between floors and buildings.
3. Fills out forms or records.
4. Maintains data base records including inputting, changing and retrieving data as necessary.
5. Contacts vendors/clients to trace/re-route shipments.
6. Performs work involving a lot of kneeling, stooping, crouching, crawling or other uncomfortable positions.
7. Works in a room with continuous business machine noise and telephones operating almost continuously.
8. Handles and/or transports cartons of paper, equipment and/or other supplies weighing up to a maximum of 75 pounds.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (may be required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- May be required to work day, evening, night or weekend tours; and overtime daily and/or weekends as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.

JOB DESCRIPTION

Prepares and maintains employee and benefit history records or other data pertaining to employee pensions, sickness and accident disability benefits, or death benefits; performs associated work operations pertaining to employee's pensions and benefit payments; performs other incidental clerical duties.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Uses typewriter and/or computer terminal for letters, reports and other material. R
2. Performs simple arithmetic computations using calculator or manual ability.
3. Prepares and maintains employee and benefit history records or other data pertaining to employee pensions, sickness and accident disability benefits or death benefits.
4. Posts records.
5. Operates copy machine.
6. Works on a job where a high degree of accuracy is required.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Sorts and distributes mail.
2. Answers telephone, answers inquiries, takes messages and relays calls.
3. Operates computer terminal to enter data and/or obtain information. R

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS**TESTS:**

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (Level 1 is required) R

There may be additional factors about employee candidates for this position that should also be considered.

JOB TITLE: BENEFIT CLERK

WAGE SCALE: E-2 CLERICAL
(continued)

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Normally works day hours, Monday through Friday.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Performs one of the following: (A) Initiates queries, organizes and distributes work, and keeps daily and monthly logs of incoming work and transmittals. Performs other miscellaneous related duties. (B) Simulates customers and employees in other departments for role-play purposes during self-paced initial Service Representative training. Also performs associated work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Maintains various files.
2. Interacts with other departments and work groups to meet deadlines.
3. Answers telephone, accurately answers inquiries, takes messages and relays calls.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Receives, organizes, prioritizes and distributes work daily.
2. Works simultaneously on more than one project.
3. Counts incoming work and transmittals; keeps daily and monthly logs.
4. Initiates queries.
5. Uses typewriter and/or computer terminal to type transmittals and monthly logs.
6. Provides contact via telephone on a one-to-one basis, simulating employees and customers by using a prepared script.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS**TESTS:**

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

JOB TITLE: CLERK-B, I

WAGE SCALE: E-2 CLERICAL
(continued)

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

Normal 5-day, 40-hour week. Must be willing to work overtime, including nights and weekends as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training or classroom training.

JOB DESCRIPTION

Performs a combination of clerical duties such as posting central office trouble reports and records, handling miscellaneous administrative office records and reports, performing clerical work in connection with routine engineering activities; does typing and may also do a nominal amount of stenographic work; and handles other generally related clerical work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Prepares, checks and maintains various central office records and reports pertaining to trouble reports and index computations.
2. Uses typewriter and/or computer terminal for letters, reports and other material. R
3. Maintains charts, files and records.
4. Answers telephone, answers inquiries, takes messages and refers calls.
5. Works on a job where a high degree of accuracy is required.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Takes dictation and transcribes from notes or a dictation machine.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (Level 1 is required) A
- Word Skills Test (may be required) |
- Excel Skills Test (may be required) A

There may be additional factors about employee candidates for this position that should also be considered.

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Normal day tours, Monday through Friday. Occasional overtime and weekend work, as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Maintains the file of paid and uncollectible final accounts and the cross-reference file thereto, and checks the credit of new customers against these files.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Files records of final accounts.
2. Files records of final accounts which have become uncollectible.
3. Files credit information records.
4. Checks credit information for new customers against these files.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Answers calls for Customer Name and Address (CNA) Bureaus.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying score must be met on:

- Telephone Ability Battery (TAB)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Normal 5-day, 40-hour week. Must be willing to work overtime including weekends, as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

JOB TITLE: FINAL ACCOUNTS CLERK WAGE SCALE: E-2 CLERICAL
(continued)

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Posts and keeps in order records of the various miscellaneous operations and activities in the department, and performs other clerical operations related thereto. Also performs other minor office services.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Posts records of the various miscellaneous operations and activities of the department.
2. Sorts and files office materials and correspondence.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses a typewriter and/or computer terminal for letters, reports and other material. R

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (may be required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)

A
|
A

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Normally works day hours, Monday through Friday, but may be assigned to shifts including day, evening and night.
- Some weekends, holidays and overtime may be required.

JOB TITLE: MISCELLANEOUS SUMMARIES WAGE SCALE: E-2 CLERICAL
CLERK (continued)

BASIC QUALIFICATIONS (Continued)

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job using skills on a calculator, adding machine, typewriter, etc.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Performs office services such as (A) filing and withdrawing records, (B) receiving, recording, handling and distributing mail, records and office supplies, and (C) drawing, lettering and coloring on statements, charts, etc.; operates less complicated copy and office machines, such as bursters, forms collators or decollators, tape converters, etc. Performs related duties and elementary office work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Files and withdraws records.
2. Receives, records, handles and distributes mail, records, reports and office supplies.
3. Operates less complicated copy and office machines such as bursters and form collators or decollators.
4. Prepares memorandums and other written material that will be read by other employees.
5. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal for letters, reports and other material. R
2. Operates computer terminal device to store, change or retrieve information.
3. Draws, letters and colors on statements, charts, etc.
4. Maintains stockroom containing stationery and office supplies.
5. Handles accounting documents and billing media.
6. Works in a room with continuous business machine noise and telephones operating almost continuously.
7. Handles and/or transports boxes of computer paper, equipment or other supplies weighing up to a maximum of 75 pounds.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (may be required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)

A
|
A

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- May be required to work day, evening, night or weekend tours; overtime daily and/or weekends as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

JOB DESCRIPTION

Answers calls at the Company official PBX primarily for business office handling and transfers those calls to appropriate extensions or stations and handles miscellaneous less advanced clerical work as may be assigned.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Answers customer and administrative calls for the Business Office received through the official PBX.
2. Receives and/or requests information from the customer in order to make the connection to the proper position or person.
3. Works with reference material.
4. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Maintains various files.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying score must be met on:

- Telephone Ability Battery (TAB)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Required to work normal day hours, Monday through Friday. Occasional overtime work may be required.

JOB TITLE: PBX ATTENDANT WAGE SCALE: E-2 CLERICAL
(continued)

BASIC QUALIFICATIONS (Continued)

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job such as Operator or PBX Operator.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Performs routine clerical work of a general nature including posting entries from underlying records to accounting records, such as summaries, distributions, reports, etc.; adds, balances, and summarizes such records including preparing media for machine processing. May perform other related work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Posts entries from underlying records to accounting records such as summaries, distributions, reports, etc.
2. Adds, summarizes and balances accounting records.
3. Prepares media for machine processing.
4. Maintains various files.
5. Prepares memorandums, reports, etc., that will be reviewed by other employees.
6. Processes work to meet deadlines.
7. Works on a job where a high degree of accuracy in recordkeeping is required.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal for letters, reports and other material. R
2. Operates computer terminal device to store, change or retrieve information.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS**TESTS:**

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required) R

There may be additional factors about employee candidates for this position that should also be considered.

JOB TITLE: POSTING CLERK

WAGE SCALE: E-2 CLERICAL
(continued)

SPECIAL JOB REQUIREMENTS:

- May be required to work day, evening, night or weekend tours; and overtime daily and/or on weekends as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

JOB DESCRIPTION

Performs the work involved in the receipt, routing, sorting, filing, assembling, rating, correcting, recording and forwarding of message tickets. May perform other related clerical work, including the microfilming of toll tickets and the related inquiry work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Performs the work involved in the receipt, routing, sorting, filing, assembling, rating, correcting, recording and forwarding of toll message tickets.
2. Prepares memorandums, reports, etc., that will be reviewed by other employees.
3. Performs repetitive type work for sustained periods of time.
4. Processes high volume of work, requiring both speed and accuracy to meet rigid schedules.
5. Furnishes information to the Business Office involving customer queries.
6. Works under close supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal for letters, reports and other material. R
2. Operates computer terminal device to store, change or retrieve information.
3. Performs microfilming and developing of microfilm for toll tickets.
4. Answers toll ticket inquiries.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS**TESTS:**

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (may be required) A
- Word Skills Test (may be required) |
- Excel Skills Test (may be required) A

There may be additional factors about employee candidates for this position that should also be considered.

JOB TITLE: TICKET CLERK

WAGE SCALE: E-2 CLERICAL
(continued)

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- May be required to work day, evening, night or weekend tours; and overtime daily and/or on weekends as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

JOB DESCRIPTION

Types statements, reports, correspondence, and other paper and stencils from copy, including related work, such as proofreading, ruling, and incidental clerical work. May type voucher drafts and summaries thereof, from bills, vouchers and other records.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Uses typewriter and/or computer terminal to type a variety of media including letters, reports, forms, charts, billing records and service orders.
2. Operates copy and other duplicating machines.
3. Takes messages and refers calls.
4. Maintains various files.
5. Insures a high degree of accuracy, good appearance and organization on each finished project.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

- | | |
|--|---|
| 1. Operates computer terminal device to store, change or retrieve information. | |
| 2. Cuts stencils and prepares master sheets for reproduction. | |
| 3. Provides pickup and delivery service. | |
| 4. Uses typewriter and/or computer terminal to type voucher drafts and summaries from bills, vouchers and other records. | R |

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (Level 1 is required) A
- Word Skills Test (may be required) |
- Excel Skills Test (may be required) A

There may be additional factors about employee candidates for this position that should also be considered.

JOB TITLE: TYPIST-A

WAGE SCALE: E-2 CLERICAL
(continued)

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Normally works day tours, Monday through Friday; hours may vary depending upon assignment. May be required to work overtime daily and/or on weekends as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.

JOB DESCRIPTION

Types statements, reports, correspondence, and other paper and stencils from copy, including related work such as proofreading, ruling, and incidental clerical work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Uses typewriter and/or computer terminal to type a variety of media including letters, reports, forms, charts, billing records and service orders. R
2. Operates copy and other duplicating machines.
3. Takes messages and refers calls.
4. Maintains various files.
5. Performs the same job duties daily.
6. Insures a high degree of accuracy, good appearance and organization on each finished project.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Operates computer terminal device to store, change or retrieve information.
2. Cuts stencils and prepares master sheets for reproduction.
3. Provides pickup and delivery service.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS**TESTS:**

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (Level 1 is required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)

A
|
A

There may be additional factors about employee candidates for this position that should also be considered.

JOB TITLE: TYPIST-B, C, D

WAGE SCALE: E-2 CLERICAL
(continued)

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Normally works day tours, Monday through Friday; hours may vary depending upon assignment. May be required to work overtime daily and/or on weekends as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.

CLERICAL E-3

- Business Office Clerk
- Copy Machine Operator
- Directory Distribution Clerk
- Draft Records Clerk
- Force Reports Clerk
- Key Entry Operator
- Records Clerk-A
- Records Clerk-B, I
- Records Clerk-C
- Records Clerk-D
- Reports Clerk-C, H
- Right of Way Clerk
- Senior Typist
- Service Order Clerk
- Service Results Clerk
- Stenographer-A, B, C, D, H
- Supplies Clerk

R

R=Revision

JOB DESCRIPTION

Performs clerical work primarily associated with the functions of the business office. Also, handles inquiries from any department and from others directly concerned pertaining to such matters as service orders, customers' service records, accounts, billing advices, rates, practices, and to any other matters involving assigned clerical duties.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Answers telephone, answers inquiries, takes messages and relays calls.
2. Operates computer terminal to enter data and/or obtain information. R
3. Interacts with other departments to provide information pertaining to service orders, customers' service records, accounts, billing advices, rates and practices.
4. Maintains charts, files and records.
5. Operates common office machines such as adding machine, calculator, copy machine, etc.
6. Makes simple arithmetic computations.
7. Delivers and picks up certain supplies, mail, etc.
8. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses BOFADS machine to make calculations for force adjustments.
2. Prepares daily activity reports.
3. Assists others in the prompt and accurate handling of customer calls to meet service goals and deadlines.
4. Refers more complicated customer requests to other employees.
5. Handles and/or transports boxes of supplies weighing up to a maximum of 25 pounds from floor to table or to a shelf no higher than six feet.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required) R

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work a variety of hours including overtime and weekend work as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience and knowledge of service order work.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom training.
- On-the-job training.

JOB DESCRIPTION

Operates copy machines of a complicated nature; sorts and arranges originals to be printed; makes minor operating adjustments to copy machines and performs related work such as cleaning and oiling. May assist in assembling, collating and trimming of completed prints.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Operates copy machines of a complicated nature.
2. Sorts and arranges originals to be printed.
3. Assembles, collates and trims completed prints.
4. Completes paperwork and forwards completed work to appropriate party.
5. Makes minor operating adjustments to copy machines.
6. Handles heavy workloads.
7. Works standing up for long periods of time.
8. Works on a job where a high degree of accuracy is required.
9. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Performs routine maintenance on machines such as cleaning and oiling.
2. Handles important or confidential information or material.
3. Handles client complaints, requests or inquiries over the phone or in person.
4. Handles, transports and opens cartons of supplies weighing up to a maximum of 75 pounds.
5. Processes work to meet scheduled due dates.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying score must be met on:

- Telephone Ability Battery (TAB)

There may be additional factors about employee candidates for this position that should also be considered.

JOB TITLE: COPY MACHINE OPERATOR WAGE SCALE: E-3 CLERICAL
(continued)

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Must be willing to work any day, any tour; overtime daily and/or weekends, as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience operating more complicated copy machines.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Prepares and processes records for mechanized input in the maintenance of delivery files. Performs other miscellaneous related duties.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Receives and edits all unprocessed service order activity and service order interface printouts for directory delivery purposes.
2. Determines telephone equipment configuration in order to provide the correct number of directories and the correct location(s).
3. Key punches and verifies order information from service orders to update data base.
4. Updates records via cathode-ray tube (CRT) or other keyboard device.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal for letters, reports and other material. R
2. Processes errors reported by the delivery contractor.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required) R

There may be additional factors about employee candidate for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Normal, five-day, forty-hour work week. Must be willing to work overtime, including nights and weekends, as required.

JOB TITLE: DIRECTORY DISTRIBUTION CLERK WAGE SCALE: E-3 CLERICAL
(continued)

BASIC QUALIFICATIONS (Continued)

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related experience operating cathode-ray tube (CRT) and/or keypunch equipment.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom training.
- On-the-job training.

JOB DESCRIPTION

Prepares and maintains various Treasury records requiring specialized training and ability, including the operation of a mini-computer for simple balancing operations. May perform work in connection with filing of records in Company archives, such as binding, coding, labeling, indexing, withdrawing and destroying of records. May supply information in answer to inquiries either written or oral from Treasury records, the furnishing of which requires a knowledge of the records and procedures. May initiate contacts to verify accuracy of Company records. May perform other related clerical work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Prepares and maintains various Treasury records and performs the more complicated posting and summarizing operations.
2. Operates computer terminal to enter data and/or obtain information. R
3. Operates mini-computer for simple balancing operations.
4. Operates calculator or adding machine to perform lengthy and complex arithmetic functions.
5. Prepares longhand memorandums and reports that will be reviewed by other employees.
6. Operates copy machine and performs various filing and mailing functions.
7. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Responds to inquiries either verbally or in writing regarding data on Treasury records.
2. Performs work in connection with filing of records in Company archives such as binding, coding, labeling, indexing, withdrawing and destroying records.
3. Uses typewriter and/or computer terminal proficiently for letters, reports and other material. R

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required) R

There may be additional factors about employee candidates for this position that should also be considered.

JOB TITLE: DRAFT RECORDS CLERK WAGE SCALE: E-3 CLERICAL
(continued)

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- May be required to work overtime, daily and/or weekends as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

JOB DESCRIPTION

Does detail work involving the maintenance of records and preparation of reports relating to number of employees, force losses, absence, and other information required in connection with status of employees in the department. Performs generally related and other clerical work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Maintains records related to number of employees, force losses, absence and other status information.
2. Posts charts for study data.
3. Prepares records and reports that will be reviewed by other employees.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Operates computer terminal to enter data and/or obtain information. R
2. Uses a typewriter and/or computer terminal to prepare reports and other documents. R

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required) R

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Normally works day hours, Monday through Friday. May be assigned to shifts including day, evening and night tours.
- Some weekends, holidays and overtime may be required.

JOB TITLE: FORCE REPORTS CLERK WAGE SCALE: E-3 CLERICAL
(continued)

BASIC QUALIFICATIONS (Continued)

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience such as Operator or previous work experience operating a calculator, adding machine, typewriter, etc.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Operates key driven or mini-computer controlled equipment which enters or verifies data on magnetic tape, disk or other input media; may perform associated filing and related clerical work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Operates key driven or mini-computer controlled equipment and transfers information from source media to magnetic tape, disk or other input media; re-enters information to check for accuracy.
2. Uses typewriter and/or computer terminal proficiently. R
3. Works on a job where a high degree of accuracy is required.
4. Performs repetitive work that involves the same activities without interruption for long periods of time.
5. Works in close proximity with others doing similar work.
6. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Enters key driven data in frequently changing formats from various types of input media.
2. Maintains files and performs other related clerical work.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (Level 1 is required) R

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- May be required to work day, evening, night or weekend tours; overtime daily and/or on weekends as required.

JOB TITLE: KEY ENTRY OPERATOR WAGE SCALE: E-3 CLERICAL
(continued)

BASIC QUALIFICATIONS (Continued)

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

JOB DESCRIPTION

Prepares, checks and maintains various records and reports requiring specialized training and ability, including the simpler balancing operations, ordering supplies, preparation of bills for payment, etc. May operate inserting and mailing machines. May perform work in connection with filing of records. May supply information in answer to inquiries, either written or oral, which requires a knowledge of the records and procedures. May initiate contacts to verify accuracy of Company records. May perform other clerical work including light typing.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Prepares, checks and maintains various records, reports and files.
2. Performs routine balancing operations and more complicated posting and summarizing.
3. Answers inquiries about data on records.
4. Prepares memorandums and reports that will be reviewed by other employees.
5. Does sorting, copying, faxing and other work related to an office environment.
6. Operates an adding machine, calculator, copier and facsimile machine.
7. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Operates computer terminal device to store, change or retrieve information.
2. Uses typewriter and/or computer terminal for letters, reports and other material.
3. Takes dictation and transcribes from notes or a dictation machine.
4. Operates bursters, decollators, inserting and mailing machines, mail opening devices, micro-readers and sorters and microfiche shredding machines.
5. Orders, processes and maintains forms, requisitions and inventory.
6. Prepares and processes bills and vouchers.
7. Prepares building orders and coordinates with building office to handle repairs.
8. Handles and/or transports boxes of computer paper, equipment or other supplies weighing up to a maximum of 75 pounds.

PHYSICAL REQUIREMENTS

- Physical Abilities Evaluation (PAE) – (may be required in Billing Solutions Technology Department Only) – Must be able to lift up to 75 pounds. R
- May require standing for extended periods of time.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (may be required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)
- Keyboarding Skills Test (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- May be required to work day, evening, night or weekend tours; overtime and weekend work as required.
- May require a security check.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

JOB DESCRIPTION

Prepares, checks and maintains various records and reports requiring specialized training and ability. Initiates contacts to verify accuracy of Company records. May perform work in connection with filing of records and other clerical work including typing and stenography.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Answers telephone, answers inquiries, takes messages and relays calls.
2. Prepares, checks and maintains various records, reports and files pertaining to operations.
3. Initiates contacts to verify accuracy of Company records.
4. Works on a job where a high degree of accuracy is required.
5. Does sorting, copying and other work related to an office environment.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Operates computer terminal to store, change or retrieve
2. Uses typewriter and/or computer terminal for letters, reports and other material.
3. Takes dictation and transcribes from notes or a dictation machine.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (may be required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)
- Keyboarding Skills Test (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Normal day tours, Monday through Friday. Occasional overtime as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Prepares, checks and maintains records pertaining to plant operations and facilities and handles related inquiries and correspondence; performs certain clerical duties in connection with service order assignments; performs typing or stenographic work; and does other clerical work of a specialized and routine nature.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Answers telephone, answers inquiries, takes messages and relays calls.
2. Prepares, checks and maintains various records and reports pertaining to plant operations and facilities.
3. Works on a job where a high degree of accuracy is required.
4. Reads and interprets service orders and/or WORD documents.
5. Does sorting, copying and other work related to an office environment.
6. Maintains files.
7. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Operates computers and associated equipment.
2. Uses typewriter and/or computer terminal for letters, reports and other material. R
3. Takes dictation and transcribes from notes or a dictation machine.
4. Drives Company or personal vehicle.
5. Handles and/or transports boxes of supplies including computer paper, cards, etc. weighing up to a maximum of 50 pounds.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (may be required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)
- Keyboarding Skills Test (may be required)

A
|
A

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Normal day tours, Monday through Friday, except in Test Center or Assignment office, where some evening and weekend work requirements exist. Occasional overtime work as required.
- Where driving is required, a valid driver's license and satisfactory driving record are required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Under direction, performs clerical work associated with the design, provisioning, or administration of the switched network including local and toll functions, the interconnecting message trunk network, Operator Services, and/or with Customer Premise Communication Equipment, such as: selects line equipment and numbers for assignment; maintains and encodes a record/data base inventory and resolves errors; compiles special study and report data; prepares statistical summaries. Performs other generally related clerical work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Selects line equipment and telephone numbers for assignment.
2. Reviews program and data outputs to conduct reasonableness checks against predetermined parameters by management.
3. Maintains a record/data base inventory and resolves inventory errors.
4. Uses typewriter and/or computer terminal to prepare and/or type records, statements, reports and correspondence that will be reviewed by other employees. R
5. Arranges customer listings for maximum operator search efficiency.
6. Posts records of miscellaneous operations and activities.
7. Performs simple mathematical calculations such as addition, subtraction, percentages, ratio and proportion, etc.
8. Does routine typing, filing, mail handling, messenger service and copying.
9. Answers telephone, answers inquiries, takes messages and relays calls.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Summarizes monthly budget and cost data.
2. Updates search skills with one hour of operator board time every month.
3. Performs test calls to resolve customer complaints.
4. Uses typewriter and/or computer terminal R
5. Drives Company or personal vehicle.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (may be required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)
- Keyboarding Skills Test (may be required)

A
|
A

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Normally works day hours, Monday through Friday, but may be assigned to shifts including day, evening and night.
- Some weekends, holidays and overtime work may be required.
- A valid state driver's license and satisfactory driving record check may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job using skills on a calculator, adding machine, typewriter, CRT, etc.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Some formal classroom training may be required.
- On-the-job training.

JOB DESCRIPTION

Prepares, checks and maintains reports, charts and summaries pertaining to plant operations, engineering and construction; performs typing or stenographic work; and does clerical work of a specialized and routine nature.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Prepares, checks and maintains reports, charts, vouchers, files and related information pertaining to plant operations, engineering and construction.
2. Answers telephone, answers inquiries, takes messages and relays calls.
3. Uses calculator to perform simple arithmetic calculations.
4. Does sorting, copying and other work related to an office environment.
5. Maintains files.
6. Works on a job where a high degree of accuracy is required.
7. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Prepares daily activity reports.
2. Uses typewriter and/or computer terminal for letters, reports and other material.
3. Takes dictation and transcribes from notes or a dictation machine.
4. Uses computer to create, input/update or retrieve statistical informational data.
5. Delivers and picks up certain supplies, mail, etc.
6. Orders supplies and material.
7. Handles and/or transports boxes of supplies including computer paper, cards, etc. weighing up to a maximum of 50 pounds.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (may be required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)
- Keyboarding Skills Test (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Normal day tours, Monday through Friday. Occasional overtime and weekend work, as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Prepares, checks and maintains records and reports pertaining to right of way matters; handles related correspondence and files; performs typing or stenographic work; and does other clerical work of a specialized and routine nature.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Prepares, checks and maintains various records and reports pertaining to right-of-way matters.
2. Works on a job where a high degree of accuracy is required.
3. Uses typewriter and/or computer terminal for letters, reports and other material. R
4. Takes dictation and transcribes from notes or a dictation machine.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Answers telephone, answers inquiries, takes messages and relays calls.
2. Maintains charts, files and records.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS**TESTS:**

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (Level 2 is required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)

A
|
A

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Normal day tours, Monday through Friday. Occasional overtime and weekend work, as required.

A=Addition

R=Revision

(continued) 9/99

JOB TITLE: RIGHT OF WAY CLERK

WAGE SCALE: E-3 CLERICAL
(continued)

BASIC QUALIFICATIONS (Continued)

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Performs advanced typing work, requiring considerable experience in determining set-up and arrangement of final copy; may perform incidental clerical work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Performs advanced typing work requiring considerable experience in determining set-up and arrangement of final copy.
2. Prepares letters, reports, forms, charts, etc., utilizing a variety of office equipment.
3. Ensures accuracy, good appearance and organization on each finished typing project.
4. Answers telephone, answers inquiries, takes messages and relays calls.
5. Maintains charts, files and records.
6. Operates copy and other duplicating machines.
7. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Operates computer terminal device to store, change or retrieve information.
2. Prepares vouchers.
3. Makes travel arrangements.
4. Cuts stencils and prepares master sheets for reproduction.
5. Provides pick-up and delivery services.
6. Operates desk-top publishing equipment.
7. Operates scanner.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS**TESTS:**

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (Level 2 is required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)

A
|
A

There may be additional factors about employee candidates for this position that should also be considered.

JOB TITLE: SENIOR TYPIST

WAGE SCALE: E-3 CLERICAL
(continued)

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- May be required to work day, evening, night or weekend tours; overtime and/or weekend work as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

JOB DESCRIPTION

Performs work operations requiring specialized training and ability in connection with the treatment of service orders and other related advices to accounting records. May perform miscellaneous duties involving service orders and furnishing of information relating thereto.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Performs work operations in connection with the treatment of service orders and other related accounting records.
2. Performs miscellaneous duties involving service orders and furnishing of information related thereto.
3. Performs high volume, closely scheduled job operations in a group atmosphere.
4. Reviews and processes adjustments regarding other charges and credits on customer bills.
5. Maintains charts, files and records.
6. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal proficiently for letters, reports and other material. R
2. Operates computer terminal device to store, change or retrieve information.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required)

R

There may be additional factors about employee candidates for this position that should also be considered.

JOB TITLE: SERVICE ORDER CLERK WAGE SCALE: E-3 CLERICAL
(continued)

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- May be required to work day, evening, night or weekend tours; overtime and/or on weekends as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

JOB DESCRIPTION

Does clerical work involved in recording and summarizing results of evaluations concerning the measurement of the character and quality of service. Makes prescribed studies of various service result conditions. Prepares study forms and performs other related clerical work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Records data from service evaluations.
2. Cumulates month-to-month data, calculates official service results and computes weighted results to various reporting levels.
3. Prepares and maintains detailed records and reports requiring use of numbers, codes and basic math computations.
4. Prepares studies of various service result conditions.
5. Updates payroll and attendance records of service measurements personnel.
6. Prepares records and reports that will be reviewed by other employees.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Enters or retrieves data via a computer terminal. R
2. Maintains force records and assigns work schedule for service measurements personnel.
3. Uses typewriter and/or computer terminal for letters, reports and other material. R
4. Does sorting, copying and other work related to an office environment.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required) R

There may be additional factors about employee candidates for this position that should also be considered.

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Normally works day hours, Monday through Friday, but may be assigned to shifts including day, evening and night.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience, such as an Operator or previous experience operating a calculator, adding machine, typewriter, etc.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Takes dictation of correspondence and other matters; transcribes dictated material; also types statements, reports and other material from copy. May proofread and perform other incidental clerical duties.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Takes and transcribes dictation.
2. Uses typewriter and/or computer terminal to type correspondence, reports, memos, vouchers, etc., often from longhand data.
3. Maintains various files containing reports, letters and reference material.
4. Answers telephone, answers inquiries, takes messages and relays calls.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Operates computer terminal to store, change or retrieve information.
2. Handles customer complaints using diplomacy and tact to assure customer's problem will be referred to proper person for action.
3. Operates duplicating machine.
4. Orders supplies for the entire work group.
5. Does keypunching.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Stenography Test (may be required)
- Typing Skills Test (Level 2 is required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Normal day tours, Monday through Friday. Hours may vary depending upon assignment. Some overtime may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom and/or on-the-job training.

JOB DESCRIPTION

Prepares and maintains records and reports and performs other clerical work pertaining to supplies, tools, furniture, fixtures, motor vehicles and buildings; does typing as required; and performs other generally associated functions.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Answers telephone, answers inquiries, takes messages and relays calls.
2. Prepares, checks and maintains various records and reports pertaining to supplies, tools, furniture, fixtures, motor vehicles and buildings.
3. Files service orders, shipping documents and claims.
4. Uses typewriter and/or computer terminal proficiently. R
5. Removes service orders from SORD network terminal and logs their receipt.
6. Receives repair replacement logs from repair bureaus.
7. Converts service order and repair log terminology to supplier terminology.
8. Prepares documents on returned goods and defective equipment.
9. Works on a job where a high degree of accuracy is required.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Places orders with supplier by hard copy requisition, Dataphone, Dataspeed 40 or teletypewriter, including orders for direct shipment.
2. Operates computer terminal to enter data and/or obtain information.
3. Answers inquiries from repair and service order bureaus concerning shipments to customers.
4. Traces shipment of lost material, including calls to customers.
5. Handles and/or transports boxes of copy paper, stationery, office supplies and other miscellaneous material weighing up to a maximum of 75 pounds.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS**TESTS:**

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (Level 2 is required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)

A
|
A

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Normal day tours, Monday through Friday. Occasional overtime and weekend work, as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

CLERICAL SS-1

- Administrative Clerk
- Administrative Reports Clerk
- Balancing Clerk
- Computer Attendant-A, D R
- DAS/C Data Base Clerk
- Data Control Clerk
- Data Entry Operator
- Data Processing Clerk-B
- Data Processing Clerk-C
- Editing Clerk
- Force Adjustment Clerk
- General Clerk-B
- General Clerk-D
- Mail Attendant R
- Operations Clerk-C, H
- Payroll Change Clerk
- Personnel Records Clerk
- Project Clerk-B, I
- Senior Records Clerk-A
- Senior Records Clerk-B, D, I
- Senior Reports Clerk-C, I
- Senior Stenographer-A, B, C, D, I
- Ticket Record Clerk
- Travel Specialist

R=Revision

JOB DESCRIPTION

Prepares, checks and maintains records and reports pertaining to operations and force groups for a Staff Manager-Building Maintenance; performs typing or stenographic work as required; and does other generally related clerical work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Uses typewriter and/or computer terminal proficiently. R
2. Takes dictation and transcribes from notes or a dictation machine.
3. Works on a job where a high degree of accuracy is required.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Answers telephone, answers inquiries, takes messages and relays calls.
2. Prepares, checks and maintains various files, records and reports.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS**TESTS:**

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (Level 2 is required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)

A
|
A

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Normal day tours, Monday through Friday. Occasional overtime and weekend work as required.

JOB TITLE: ADMINISTRATIVE CLERK

WAGE SCALE: SS-1 CLERICAL
(continued)

BASIC QUALIFICATIONS (Continued)

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Prepares, or coordinates preparation of, checks and maintains records and reports for a District Staff Supervisor of network maintenance, network distribution, installation and repair, building maintenance, materials management, or automotive operations; performs typing or stenographic work; and does other work of a specialized and routine nature.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Answers telephone, answers inquiries, takes messages and relays calls.
2. Uses typewriter and/or computer terminal to prepare and/or type correspondence, reports, memos, vouchers, etc. R
3. Maintains various files containing reports, letters and reference material on central office, installation, outside plant and toll operations.
4. Takes dictation and transcribes from notes or a dictation machine.
5. Works on a job where a high degree of accuracy is required.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Operates copy machine.
2. Orders supplies for the entire work group.
3. Receives instructions and assignments from a number of management employees within the same work group.
4. Requests computer-generated reports.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (Level 2 is required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)

A
|
A

There may be additional factors about employee candidates for this position that should also be considered.

JOB TITLE: ADMINISTRATIVE REPORTS CLERK WAGE SCALE: SS-1 CLERICAL
(continued)

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Normal day tours, Monday through Friday. Occasional overtime and weekend work as required.
- May require a security check.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Performs one or more of the following: (1) prepares balance papers and related reports; (2) reviews and records pay draft records; (3) reconciles bank statements for collection accounts; (4) processes all company drafts; and (5) performs other associated clerical work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Prepares balance papers and related reports.
2. Operates computer terminal devices to store, change or retrieve information.
3. Operates calculator to perform lengthy and complex arithmetic functions.
4. Uses typewriter and/or computer terminal proficiently.

R

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Issues, distributes or reconciles company field, payroll, voucher, coin telephone, coin commission or customer refund drafts.
2. Performs processing of wage attachments, IRS tax levies and garnishments.
3. Performs processing of the Company's corporate charge card.
4. Performs reconciliation of Political Action Committee deductions.
5. Performs processing of electronic funds transfer for direct deposit of payroll, automatic bill payment and corporate trade payments.
6. Transfers boxes of paper and/or checks weighing up to a maximum of 50 pounds from mail machine room to mail pick-up points.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (Level 1 is required)

R

There may be additional factors about employee candidates for this position that should also be considered.

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- May be required to work overtime daily and/or weekends as required.
- May require a security check.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

JOB DESCRIPTION

Performs basic input/output related computer functions and assists in performing duties in accordance with detailed instructions. Attends certain computer I/O devices including starting and stopping the devices, inserting and removing cards, tapes, disks and paper. The devices attended may include but are not limited to the following: printers, microfiche recording devices, cathode-ray tubes (CRT), tape and disk drives. Performs tape library functions. May also attend mini-computers.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Starts and stops peripheral computer equipment including printers, tape and cartridge drives.
2. Inserts and removes tapes, cartridges, disk packs and paper.
3. Performs routine adjustment and quality control functions such as format alignment, changing printer ribbons, cleaning tape drive, etc.
4. Clears routine processing problems.
5. Interprets and answers console commands via a CRT.
6. Performs related recording, filing and retrieving.
7. Interacts with other work groups whose work precedes or follows that of the computer attendant and where work is dependent upon computer products.
8. Handles, distributes and/or disburses important, confidential or secure information.
9. Works on a job where a high degree of accuracy is required.
10. Keeps several jobs functioning simultaneously.
11. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Labels output for future identification.
2. Performs DASD storage functions such as addition and deletion of data sets.
3. Files, retrieves, erases, cleans and evaluates magnetic tapes.
4. Attends "stand alone" mini-computers.
5. Performs job set-up functions where not associated with Applications Console work.
6. Moves and/or transports material such as cartons, equipment and other supplies weighing up to a maximum of 75 pounds.
7. Prepares reports and labels that must be reviewed by other employees.
8. Works at one stationary position for long periods of time.
9. Answers telephone, answers inquiries, takes messages and relays calls.
10. Performs copying, sorting and other clerical functions.
11. Uses typewriter and/or computer terminal for letters, reports and other material.

PHYSICAL REQUIREMENTS

- Physical Abilities Evaluation (PAE) (may be required in Billing Solutions Technology Department Only) – Must be able to lift up to 75 pounds R
- May require standing for extended periods of time.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- May be required to work day, evening, night or weekend tours; overtime and weekend work as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

JOB DESCRIPTION

Enters detailed directory data into the directory assistance data base via computer terminal with consideration of required system edits for accuracy and completeness. Knowledge of Directory Assistance practices and/or restrictions required. Performs other related duties.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Reviews program and data outputs to conduct reasonableness checks against predetermined parameters by management.
2. Maintains a customer DA record/data base inventory and resolves inventory errors.
3. Prepares and/or types records, statements, reports and correspondence that will be reviewed by other employees.
4. Arranges customer listings for maximum operator search efficiency.
5. Posts records of miscellaneous operations and activities.
6. Performs simple mathematical calculations such as addition, subtraction, percentages, ratio and proportion, etc.
7. Does routine typing, filing, mail handling, messenger service and copying.
8. Answers telephone, answers inquiries, takes messages and relays calls.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Summarizes monthly budget and cost data.
2. Updates search skills with one hour of operator board time every month.
3. Performs test calls to resolve customer complaints.
4. Uses typewriter and/or computer terminal.

R

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (may be required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)

A
|
A

There may be additional factors about employee candidates for this position that should also be considered.

PAST EXPERIENCE:

- Satisfactory DA Operator experience.

SPECIAL JOB REQUIREMENTS:

- Normally works day hours, Monday through Friday, but may be assigned to shifts including day, evening and night.
- Some weekends, holidays and overtime work may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job using skills on a calculator, adding machine, typewriter, CRT, etc.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Some formal classroom training may be required.
- On-the-job training.

JOB DESCRIPTION

Performs complex clerical work associated with certain collection intervals and routing of coin collection personnel. Performs detailed service and security analyses on public and semi-public coin telephones. Handles interdepartmental and customer contacts involving coin telephone collection activities.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Develops collection routes and assignments for certain coin telephone stations consistent with available coin collection resources and efficient routing theory.
2. Performs service/security analysis on data obtained through software system associated with collection activity on coin telephone service to ensure acceptable customer service and protection of company monies.
3. Processes and disburses route sheets, locks and other supplies required for collection activities.
4. Processes service order activity involving changes of coin telephone service.
5. Investigates service order deficiencies and coordinates corrections that affect subsequent work of interdepartmental work groups.
6. Initiates and receives calls to and from customers to arrange access for collections.
7. Handles interdepartmental contacts involving coin collection activities.
8. Coordinates distribution and safeguarding of original and duplicate keys for coin telephone stations in a given territory.
9. Works on a job where a high degree of accuracy, speed and volume are required.
10. Maintains charts, files and records reflecting both current and historical data needed by other work groups.
11. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Makes arithmetic computations.
2. Uses computer software to create ad hoc reports and retrieve statistical and informational data.
3. Answers telephone inquiries, takes messages and relays calls.
4. Assists in the training and coaching of other clerical employees in the work group.
5. Utilizes company supply catalogs and processes supply order forms.
6. Moves and/or transports and tracks coin cases and boxes of office supplies weighing up to a maximum of 75 pounds.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required) R

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Normal day hours, Monday through Friday; occasional weekend, holiday and/or other overtime work as required.
- May require a security check.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Enters detailed directory data into the data base via computer terminal with consideration of required system edits for accuracy and completeness. Knowledge of Directory practices and/or restrictions required. Performs other related duties.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Enters additions, deletions and changes to mechanized data base by means of cathode-ray tube (CRT) or other keyboard device.
2. Forwards completed work to appropriate unit.
3. Finalizes Extended Area Service (EAS) customers for book processing; clears errors and discrepancies in proof page runs.
4. Performs repetitive work that involves the same activities without interruption for long periods of time.
5. Processes work to meet daily, weekly and monthly deadlines.
6. Works on a job where a high degree of accuracy is required.
7. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Initiates queries when necessary.
2. Answers telephone, answers inquiries, takes messages and relays calls.
3. Processes discrepancy notices.
4. Receives and edits unprocessed Independent Company Service Order Activity and service interface printouts; codes service order activity when necessary.
5. Analyzes and handles rejects for corrections.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (Level 2 is required)

R

There may be additional factors about employee candidates for this position that should also be considered.

JOB TITLE: DATA ENTRY OPERATOR WAGE SCALE: SS-1 CLERICAL
(continued)

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Normal, 5-day, 40-hour week. May require overtime, including nights and weekends.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job in the Directory Department; experience working with advertising contracts, service orders or experience operating a cathode-ray tube (CRT).
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom training.
- On-the-job training.

JOB DESCRIPTION

Operates computer equipment, routes data to proper discs, answers basic questions by computer, logs all computer room activity, maintains necessary computer files, operates card keypunch machine, and handles all outgoing and incoming queries. Performs other miscellaneous related duties.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Handles all outgoing and incoming queries for the Graphics Center including contacts with production, sales offices, business offices and customers.
2. Enters raw text of all ad sizes to data base by means of a cathode-ray tube (CRT).
3. Files all miscellaneous directory page information for future photocomposition.
4. Proofreads set text, completed ad veloxes and completed page assemblies.
5. Applies special borders and art effects from ad copy not previously machine generated.
6. Prepares three foot galley strips of in-column photocomposed output.
7. Waxes down all trademark logos and completed display veloxes on final pages.
8. Processes work to meet deadlines.
9. Prepares page intelligence messages by book column to advise computer of page arrangement.
10. Operates card keypunch machine, photocomposer and microfilm processor.
11. Maintains files necessary for proper computer updating.
12. Operates computer systems while handling queries generated by the system, allocates and deallocates disk files.
13. Mounts and dismounts tapes and disc packs.
14. Accepts and schedules requests for computer room and logs all computer room activity on console.
15. Maintains tape library.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. May be required to perform other related duties.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required)

R

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- May be required to work day, evening or night tours; overtime, weekends and holidays, as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- Formal training. May be away from home location.

JOB DESCRIPTION

Prepares, checks and maintains computer data base records pertaining to plant operations and facilities; attends computer machines, which includes starting and stopping the machines and inserting and removing data in the forms of cassettes, tapes, paper, etc., in accordance with detailed instructions; performs filing, recording, typing, distribution of data, and performs other generally related clerical work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Checks and maintains computer data base records.
2. Starts and stops computer machines.
3. Inserts and removes cartridges, disk packs, paper, etc., in accordance with the detailed job specifications.
4. Prepares data base records for insertion into the computer.
5. Combines computer output records for distribution to those locations requiring such information.
6. Works with a minimum of supervision to control timely and accurate completion of assigned work.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Interacts with other work groups whose work is dependent upon the computer data distributed.
2. Performs filing, recording and other related clerical work.
3. Uses typewriter and/or computer terminal for letters, reports and other material. R
4. Restores files from tape backups as required.
5. Prepares and coordinates SW-1776 requests.
6. Handles and/or transports boxes of supplies including computer paper, cards, etc. weighing up to a maximum of 50 pounds.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required)

R

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours; overtime, weekends and holidays, as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience in computer operations.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.
- Formal training. May be away from home location.

JOB DESCRIPTION

Reviews bill and voucher source documents for completeness and correctness; operates data entry device to enter source data to computer for further processing; re-enters certain data to verify input accuracy; performs other related filing and clerical work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Reviews bill and voucher source documents for completeness and correctness.
2. Operates computer terminal to read, retrieve and/or enter source data to computer for further processing. R
3. Re-enters certain data to verify input accuracy.
4. Works at a key entry terminal with a visual display screen.
5. Performs high volumes of work where accuracy is stressed.
6. Performs repetitive work that involves the same activities without interruption for long periods of time.
7. Works in a room which is subject to noise from data processing equipment.
8. Processes work to meet deadlines with work regularly observed by supervisor.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Performs filing, recording and other related clerical work.
2. Uses typewriter and/or computer terminal for letters, reports and other material. R

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required) R

There may be additional factors about employee candidates for this position that should also be considered.

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- May be required to work day, evening, night or weekend tours; overtime daily and/or on weekends as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

JOB DESCRIPTION

Does the detail work of maintaining the records which are used in determining the provision of operating employees and, under direction, may prepare work schedules, force plans, etc. Performs such other clerical work as is required for the maintenance of these records.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Performs the detail work of maintaining the records of call volumes, work seconds, work volumes, percent distribution of calls by hours of the day, days of the week, and other historical data records required for Force Administration.
2. Prepares work schedules for operator service centers and non-operating employees and prepares schedules for special events and planning purposes.
3. Inputs force data via a visual display terminal to generate reports for various levels of management.
4. Prepares long- and short-range force plans.
5. Prepares records, reports, etc. that will be reviewed by other employees.
6. Maintains charts, files and records.
7. Prepares daily activity reports.
8. Makes arithmetic calculations involving fractions, decimals and percentages requiring the use of a calculator or manual ability.
9. Answers telephone, answers inquiries, takes messages and relays calls.
10. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses a typewriter and/or computer terminal for letters, reports and other material. R
2. Receives instructions or assignments from several sources.
3. Handles detailed paperwork such as code writing and block writing in small spaces or on order forms or vouchers.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required) R

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Normally works day hours, Monday through Friday. May be assigned to shifts including day, evening and night tours.
- Some weekends, holidays and overtime may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience such as Operator or Central Office Clerk or previous work experience operating a calculator, adding machine, typewriter, etc.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom training.
- On-the-job training.

JOB DESCRIPTION

Handles basic input/output-related computer functions in accordance with detailed instructions. Attends certain computer input/output devices including but not limited to printers, reader/ punch/ interpreter devices, cathode-ray tubes (CRT), and tape and disc drives. Performs other miscellaneous related duties.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Starts and stops peripheral computer equipment including printers, cartridges and tape drives.
2. Inserts and removes cartridges, tapes, disc packs and paper.
3. Performs routine adjustment and quality control functions such as format alignment, changing printer ribbons, tape drive cleaning, etc.
4. Clears routine processing problems.
5. Labels output for future identification.
6. Performs disc storage functions such as adding and deleting data sets.
7. Interprets and answers console commands via a CRT.
8. Performs functions such as filing, retrieving, erasing, cleaning and evaluating magnetic tapes.
9. Keeps several jobs functioning simultaneously.
10. Interacts with other work groups whose work precedes or follows that of the computer attendant and whose work is dependent upon computer products.
11. Works on a job where a high degree of accuracy and timeliness are required.
12. Works at one stationary position for long periods of time.
13. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal for letters, reports and other material. R
2. Coordinates and controls Remote Job Entry (RJE) print schedules.
3. Releases jobs to print queues.
4. Performs validity checks on output.
5. Coordinates distribution of output.
6. Attends stand-alone mini-computers.
7. Prepares reports and labels that must be reviewed by employees.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required)

R

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- May be required to work day, evening, night or weekend tours; overtime daily and/or on weekends as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

JOB DESCRIPTION

Under direction, performs clerical work associated with the design, provisioning or administration of the switched network including local and toll functions, the interconnecting message trunk network and/or Operator Services, such as: calculates office and component capacities, develops capacity charts, and/or assignment guides; makes measuring equipment assignments; interprets routing guidelines and publications to determine routing of codes; encodes record/data base entries and/or resolves errors for specialized programs; prepares analytical reports of a specialized nature; verifies translations/cross-connects; reviews program and data inputs and outputs to conduct reasonableness checks against predetermined parameters established by management; attends computers, i.e., starts and stops machines, inserts or removes cards, tape discs and clears routine processing problems. Performs other generally related clerical work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Prepares equipment utilization, capacity charts and/or assignment guides under direct supervision.
2. Prepares analytical reports which identify problems and/or corrective action.
3. Verifies translations/cross-connects installed in machine.
4. Reviews program and data outputs to conduct reasonableness checks against predetermined parameters established by management.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Drives Company or personal vehicle.
2. Uses typewriter and/or computer terminal for letters, reports and other material. R
3. Resolves record/data base errors for complex programs.
4. Encodes for format record/data base entries for complex programs.
5. Attends computers, i.e., starts and stops machine, inserts or removes tape disc and clears routine processing problems.
6. Participates in the verification of measuring device equipment.
7. Handles and/or transports boxes of supplies including computer paper, cards, etc. weighing up to a maximum of 50 pounds.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS**TESTS:**

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (may be required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)
- Keyboarding Skills Test (may be required)

A
|
A

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Normally works day hours, Monday through Friday, but may be assigned to shifts including day, evening and night tours.
- Some weekends, holidays and overtime may be required.
- A valid state driver's license and satisfactory driving record check may be required.
- May require ability to drive vehicle with manual gear shift.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience using a calculator, adding machine, typewriter, time-share computers, etc.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training. May require training on several shifts.
- Some off-site training may be required.

JOB DESCRIPTION

Collects, sorts, and keeps any required records of mail, packages, supplies, records and other items at Company offices and transports and distributes such items to other Company offices or, as directed, through the operation and use of a motor truck or other motor vehicle.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Collects and sorts mail, packages, records and supplies.
2. Transports and distributes mail, records and supplies to other Company offices according to a schedule or route.
3. Operates a motor truck or other motor vehicle.
4. Lifts and carries mail sacks and packages weighing up to a maximum of 75 pounds.
5. Spends most of the day driving or walking to various locations.
6. Handles and distributes confidential information.
7. Meets close deadlines on delivery schedule.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Handles or moves objects with the use of equipment such as dollies, fork lifts or pallet jacks.
2. Does work involving a lot of kneeling, stooping, crouching, crawling or other uncomfortable positions.
3. Keeps required records of mail, packages, and supplies.
4. Answers telephone, takes messages and relays calls.
5. Performs minor routine maintenance checks on vehicles to insure safety and proper working order.

PHYSICAL REQUIREMENTS

- Physical Abilities Evaluation (PAE) – Must be able to lift up to 75 pounds. R
- Job-related physical examination.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying score must be met on:

- Telephone Ability Battery (TAB)

There may be additional factors about employee candidates for this position that should also be considered.

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, night, and Sunday tours; occasional overtime including nights, weekends, and holidays, as required.
- Requires valid state driver's license appropriate to weight and size of vehicle driven, dependent on state and federal licensing requirements.
- Requires satisfactory driving record check. May be required to participate in drug testing as mandated by federal requirements.
- May require ability to drive vehicle with manual gear shift.
- May require a security check.
- May require working outside in all types of weather.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Prepares, checks and maintains records and reports pertaining to telephone plant operations and force groups for a Manager of network maintenance, outside plant construction, outside plant engineering, installation, repair, outside plant maintenance, outside plant assignment or a repair service bureau; performs typing or stenographic work as required; and does other generally related work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Operates computer terminal to enter data and/or obtain information.
2. Answers telephone, answers inquiries, takes messages and relays calls.
3. Maintains various files, e.g., reports, letters and reference material.
4. Uses typewriter and/or computer terminal to prepare and/or type correspondence, reports, memos, logs, vouchers, bills and budget data.
5. Operates duplicating machine.
6. Interacts with other departments or individuals to coordinate and relay information and work or to complete tasks.
7. Fills out forms or records requiring a high degree of accuracy.
8. Makes arithmetic calculations involving fractions, decimals and percentages requiring the use of a calculator or manual ability.
9. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses computer terminal
2. Takes dictation and transcribes from notes or a dictation machine.
3. Orders supplies for the entire work group.
4. Receives instructions and assignments from a number of management employees within the same work group.
5. Prepares daily activity reports.
6. Uses computer software to design reports and retrieve statistical and informational data.
7. Receives customer complaints which require diplomacy and tact in assuring customer's problem will be referred to proper person for action.
8. Handles and/or transports boxes of supplies including computer paper, cards, etc. weighing up to a maximum of 50 pounds.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS**TESTS:**

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (Level 2 is required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Normal day tours, Monday through Friday. Occasional overtime and weekend work required.
- May require a security check.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance rating in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Maintains payroll, service and other records of employees. Prepares payroll changes and other records involved in administering the wage rates of the employees of the department and performs any related clerical duties required by this assignment.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Records and updates payroll, service and other employee records.
2. Determines date of progression increases, amount of wage rates, proposed wage rates, prepares payroll changes and other records involved in administering the wage rates of individual employees.
3. Makes simple arithmetic computations requiring the use of a calculator or manual ability.
4. Prepares reports, records, etc., that will be reviewed by other employees.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal for letters, reports and other material. R
2. Performs related clerical duties.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required) R

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Normally works day hours, Monday through Friday, but may be assigned to shifts including day, evening and night.
- Some weekends, holidays and overtime may be required.

JOB TITLE: PAYROLL CHANGE CLERK WAGE SCALE: SS-1 CLERICAL
(continued)

BASIC QUALIFICATIONS (Continued)

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job using skills on a calculator, adding machine, typewriter, etc.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom training.
- On-the-job training.

JOB DESCRIPTION

Prepares, checks and maintains payroll and personnel records and reports pertaining to force groups in a division; performs typing or stenographic work; and does other clerical work of a specialized and routine nature.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Uses typewriter and/or computer terminal to prepare and/or type correspondence, reports, memos and functional accounting forms. R
2. Answers telephone, answers inquiries, takes messages and relays calls.
3. Maintains various files (e.g., reports, letters, reference material pertaining to personnel, accident prevention, training, personnel binders, arbitration documentation, etc.) normally restricted for management employees only.
4. Operates and maintains duplicating machine/facsimile machine.
5. Interacts inter/intra-departmentally with individuals to coordinate and relay information and work or to complete tasks.
6. Fills out forms or records requiring a high degree of accuracy.
7. Uses arithmetic to add, subtract, multiply and divide.
8. Works independently with little supervision.
9. Handles, distributes and/or disburses confidential information.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Inputs and retrieves personnel data from a computer via a cathode-ray tube (CRT).
2. Uses computer terminal R
3. Takes dictation and transcribes from notes or a dictation machine.
4. Orders supplies for the entire work group.
5. Receives instructions and assignments from a number of management employees within the same work group.
6. Reviews occupational payroll changes for accuracy.
7. Coordinates with various work groups to schedule training; inputs into MTRS System.
8. Makes arrangements for meetings, conference calls, catering, travel, etc.
9. Prepares and inputs time reporting data and keeps accurate records for individual absences, service anniversaries, etc. R
10. Delivers and picks up correspondence from other offices within and outside present location; distributes and processes mail within work group.
11. Handles and/or transports boxes of supplies including computer paper, cards, etc. weighing up to a maximum of 50 pounds.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (Level 2 is required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)

A
|
A

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Normal day tours, Monday through Friday. Occasional overtime and weekend work, as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Performs clerical work associated with the work of sales, servicing or other customer contact representatives, including assistance in the preparation of order information, etc. Also handles calls to or from sales or servicing representatives when they are out of the office.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Operates computer terminal to enter data and/or obtain information.
2. Works on a job where a high degree of accuracy is required.
3. Handles calls to and from premise contact personnel.
4. Operates common office machines such as adding machines, calculators, etc.
5. Prepares records and reports which must be interpreted by others.
6. Processes work to meet deadlines.
7. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal for letters, reports and other material.
2. Assists in the preparation of service orders.
3. Maintains records and files for use in preparing sales studies and reports.
4. Prepares studies for use by contact personnel.
5. Makes simple arithmetic computations.
6. Prepares daily activity reports.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (may be required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

JOB TITLE: PROJECT CLERK-B, I WAGE SCALE: SS-1 CLERICAL
(continued)

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Normally works day hours; however, may work some overtime, including evenings and weekends, as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience as a typist, stenographer or clerk.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Calculates, prepares, maintains, balances and/or corrects various records and reports of a complex and highly specialized nature requiring a high degree of specialized training and ability, including payroll and personnel records for specific work groups. Performs other specialized functions of a complex nature which may include the following: (A) total tape library work and other types of general library duties; (B) COM center work; (C) prepares, checks and maintains data base records pertaining to various operations. May perform other clerical work including stenography and typing.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Operates computer terminal to enter data and/or obtain information.
2. Answers telephone, answers inquiries, takes messages and relays calls.
3. Prepares memorandums, reports, etc. that will be reviewed by other employees.
4. Performs complicated balancing operations and enters results to appropriate statements and summaries.
5. Investigates differences and out-of-balance conditions and arranges for the corrections necessary to complete reconciliation.
6. Works on a job where a high degree of accuracy is required.
7. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Performs work associated with the maintenance and updating of toll and other types of tables related to customer billing.
2. Performs work involving unidentified toll, including WATS unidentified.
3. Performs total tape library work.
4. Performs Data Center job set-up functions.
5. Performs daily and monthly Data Center job scheduling.
6. Performs COM center work involving mixing of chemicals to develop film.
7. Performs key entry control work.
8. Performs payroll extension, payroll allotment and "MERT" update work.
9. Verifies pension calculations.
10. Contacts customers and investigates billing problems.
11. Uses typewriter and/or computer terminal/key punch machine for letters, reports and other material.
12. Takes dictation and transcribes from notes or a dictation machine.
13. Drives Company or personal vehicle.
14. Arranges meetings, conference calls, catering, travel, etc.
15. Operates equipment and machines such as phototype compositors, specialty typewriters, transparency producing equipment, reproduction photography equipment, reproduction/copier equipment and color copiers.
16. Handles and/or transports items such as equipment, boxes of supplies and/or paper weighing up to a maximum of 75 pounds.
17. Delivers and picks up correspondence from other offices.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS**TESTS:**

Except where candidate has satisfactory past clerical job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (may be required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)
- Keyboarding Skills Test (may be required)

There may be additional factors about employee candidates for these positions that should also be considered.

SPECIAL JOB REQUIREMENTS:

- May be required to work day, evening, night or weekend tours; overtime daily and/or weekends as required.
- Some assignments may require a valid state driver's license and satisfactory driving record check.
- Some assignments may require the ability to drive a vehicle with a manual gear shift.
- May require security check.

A

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

JOB DESCRIPTION

Calculates, prepares, checks, maintains and analyzes data of a complex and highly specialized nature requiring a high degree of training and ability. Performs other specialized functions of a complex nature. May perform other clerical work including typing and stenography.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Tabulates and summarizes information on forms, compiles statistical data and prepares reports.
2. Investigates differences and arranges for the corrections necessary to complete reconciliation.
3. Performs complicated mathematical operations.
4. Operates office machines such as calculators, duplicators, etc.
5. Answers telephone, answers inquiries, takes messages and relays calls.
6. Works on a job where a high degree of accuracy is required.
7. Works with a minimum of supervision to control timely completion of assigned work.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Operates computer terminal device to store, change or retrieve information.
2. Uses typewriter and/or computer terminal for letters, reports and other material.
3. Develops and maintains electronic spreadsheets; develops graphics worksheets.
4. Arranges meetings and conference calls.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (may be required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)
- Keyboarding Skills Test (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Normal day tours, Monday through Friday. Occasional overtime as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Performs clerical work of a complex and specialized nature; compiles data, performs mathematical operations and uses office machines; prepares, checks and maintains correspondence, reports and statistical documents; performs typing or stenographic work; and other generally related clerical work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Answers telephone, answers inquiries, takes messages and relays calls.
2. Operates computer terminal to enter data and/or obtain information.
3. Works closely with other groups and departments to coordinate activities.
4. Maintains charts, files and records.
5. Performs incidental office work such as sorting, copying, posting and tabulating.
6. Prepares memorandums and reports that will be reviewed by other employees.
7. Works on a job where a high degree of accuracy is required.
8. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal to prepare letters, reports, logs, bills, vouchers and other material.
2. Takes dictation and transcribes from notes or a dictation machine.
3. Prepares and disseminates correspondence, reports and statistical documents.
4. Uses arithmetic to add, subtract, multiply and divide whole numbers.
5. Uses computer software to design reports, enter and retrieve statistical and informational data.
6. Contacts vendors to obtain information dealing with minority vendor status and/or products/services.
7. Uses common office machines, e.g., copier, facsimile machine.
8. Makes arrangements for meetings, conferences calls, catering, travel, etc.
9. Prepares and inputs time reporting data and keeps accurate records for individual absences, service anniversaries, etc.
10. Delivers and picks up correspondence from other offices within and outside present location; distributes and processes mail within work group.
11. Handles and/or transports boxes of supplies and/or reports weighing up to a maximum of 50 pounds.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (may be required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)
- Keyboarding Skills Test (may be required)
- Oral Proficiency Interview (OPI) - Spanish (may be required for Fleet Operations only)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Normal day tours, Monday through Friday. Occasional overtime and weekend work as required.
- Ability to speak a foreign language may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job as a typist, stenographer or records clerk.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom and/or on-the-job training.

JOB DESCRIPTION

Does advanced stenographic work requiring more than ordinary care, skill and knowledge; may type and proofread statements, reports and other material from copy; also performs other duties of a clerical nature.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Answers telephone, answers inquiries, takes messages and relays calls.
2. Operates computer terminal to enter data and/or obtain information.
3. Works closely with other groups and departments to coordinate activities.
4. Uses typewriter and/or computer terminal for letters, reports, memos, vouchers and other material.
5. Takes dictation and transcribes from notes or a dictation machine.
6. Maintains charts, files and records.
7. Performs incidental office work such as sorting, copying, posting, faxing and tabulating.
8. Uses common office machines, e.g., copier and facsimile machine.
9. Receives instructions and assignments from a number of management and/or non-management employees within the same work group.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Originates and disseminates correspondence, reports, statistical documents and minutes for meetings.
2. Uses computer software to design reports, retrieve statistical and informational data, and develop and maintain electronic spreadsheets.
3. Uses typewriter and/or computer terminal.
4. Orders supplies for the entire work group.
5. Handles transfer of securities.
6. Contacts vendors to obtain information dealing with particular products/services.
7. Arranges meetings, conference calls, catering, travel, etc.
8. Inputs time reporting data and keeps accurate records for individual absences, service anniversaries, etc.
9. Delivers and picks up correspondence from other offices within and outside present location; distributes and processes mail within work group.
10. Handles and/or transports boxes of supplies including computer paper, cards, etc., weighing up to a maximum of 50 pounds.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Stenography Test (may be required)
- Typing Skills Test (Level 2 is required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- May be required to work overtime daily and/or on weekends as required.
- May require a security check for position handling securities.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

JOB DESCRIPTION

Does clerical work involving the investigation and/or correction of toll message tickets which contain erroneous or incomplete billing data. Includes the calling of customers or others to obtain and record necessary billing information. Prepares records to indicate types of errors and/or other irregularities discovered. Also prepares records of information obtained from toll tickets as required. Performs other generally related clerical work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Does clerical work involving the investigation and/or correction of toll messages which contain erroneous or incomplete billing data.
2. Contacts customers or others to obtain and record necessary billing information.
3. Checks various microfilm records to obtain leads in correcting messages.
4. Prepares records to indicate types of errors and/or other irregularities involved.
5. Records information and wears headset while communicating with customers on telephone.
6. Operates computer terminal to enter data and/or obtain information. R

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Participates in investigations to detect toll fraud and prepares documentation for referral to Security.
2. Prepares record of information obtained from toll messages as required.
3. Keeps accurate record of individual work volume, work time, messages investigated and corrected.
4. Performs simple computations such as addition, subtraction, multiplication and division.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying score must be met on:

- Telephone Ability Battery (TAB)

There may be additional factors about employee candidates for this position that should also be considered.

JOB TITLE: TICKET RECORD CLERK WAGE SCALE: SS-1 CLERICAL
(continued)

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Normally works day hours, Monday through Friday; however, may be required to work some overtime including evenings, weekends or holidays.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job as a clerk, toll operator, or public contact experience and/or Mechanized Toll Error Correction System (MTECS) experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.
- Classroom training.

JOB DESCRIPTION

Receives reservation information by telephone and face-to-face for hotel, airline, rental car and train. Transmits and retrieves data electronically using a mechanized data base unique to the travel industry via a Cathode Ray Tube (CRT) for issuance of travel documents. Also performs other generally related duties.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Schedules, coordinates and confirms travel arrangements with travel industry vendors and other employees.
2. Enters and retrieves information to or from a mechanized data base via a Cathode Ray Tube (CRT).
3. Computes rates, tariff provisions, routing and other Company policy matters to customers.
4. Performs duties at a workstation wearing a headset for long periods of time.
5. Answers telephone, answers inquiries, takes messages and relays calls.
6. Investigates and resolves problems with travel arrangements as required.
7. Makes arithmetic calculations involving fractions, decimals and percentages requiring the use of a calculator or manual ability.
8. Files and handles paperwork associated with various customer service activities.
9. Works on a job where a high degree of accuracy is required.
10. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Performs incidental office work such as sorting, copying, posting and tabulating.
2. Investigates and resolves incorrect billing.
3. Assists others in the prompt and accurate handling of customer calls to meet service goals and deadlines.
4. Refers more difficult requests and problems to management.
5. Demonstrates flexibility and organizational skills when required to handle numerous travel plans simultaneously.
6. Uses typewriter and/or computer terminal for letters and other material. R

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required) R

There may be additional factors about employee candidates for this position that should be considered.

SPECIAL JOB REQUIREMENTS:

- May be required to work day, evening, night or weekend tours; and overtime daily and/or on weekends as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Minimum of one year of current experience as a travel reservationist.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job and away from home.

CLERICAL SS-2

- Advanced Computer Attendant
- Advanced Data Processing Clerk-C, H
- Benefit Clerical Assistant
- Directory Composer
- Head Clerk-A, B, C, D, I
- Head Stenographer-C
- Head Stenographer-D
- Senior General Clerk-A
- Senior General Clerk-B, I
- Senior General Clerk-D
- Service Evaluator
- Service Order Correction Clerk
- Service Order Writer-B, I

JOB DESCRIPTION

Performs the more difficult duties related to computer operations in Information Systems. Duties include but are not limited to: (1) Master Console Attendant for the Multi-Processing Computer Systems in Information Systems; (2) Master Terminal Attendant for the Real-Time (on-line interactive) Systems controlled in Information Systems; (3) Applications Console Attendant in Information Systems whose functions include complete end-to-end batch processing for specific applications excluding those functions performed by the Master Console Attendant; (4) Identifying and coordinating the resolution of network related problems in the Information Systems Network Control Center; (5) Support personnel in Information Systems who assist in the implementation of program changes and parallels.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Master Console Attendant for the Multi-Processing Computer Systems in Information Systems. Responsibilities include: Performs IPL functions; controls job flow through the system in accordance with work schedules; prepares trouble log entries for hardware and software problems; coordinates with Applications Console Attendant, Real-Time Master Terminal Attendant, outside vendors and Company hardware/software staff personnel.
2. Master Terminal Attendant for the Real-Time (on-line interactive) Systems controlled in Information Systems. Responsibilities include: Monitors system; identifies network problems and refers to proper group for correction.
3. Applications Console Attendant in Information Systems whose functions include complete end-to-end batch processing for specific applications excluding those functions performed by the Master Console Attendant. Responsibilities include: Performs job set-up and scheduling; releases job to queue; performs validity checks.
4. Interacts with other work groups whose work precedes or follows that of the Advanced Computer Attendant and whose work is dependent upon computer products.
5. Keeps several jobs functioning simultaneously.
6. Performs related recording, filing and retrieving.
7. Performs assigned work in an accurate and timely manner.
8. Schedules work to meet deadlines.
9. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Identifies and coordinates the resolution of network-related problems in the Information Systems Network Control Center.
2. Assists technical support personnel in Information Systems with the implementation of program changes and parallels.
3. Uses typewriter and/or computer terminal.
4. Performs related clerical work.
5. Handles and/or transports boxes of computer paper, equipment or other supplies weighing up to a maximum of 75 pounds.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

NOTE: Initial selection consideration will be limited to Computer Attendants or Advanced Computer Attendants who have performed satisfactorily in their current position for twelve months.

SPECIAL JOB REQUIREMENTS:

- May be required to work day, evening, night or weekend tours; overtime daily and/or on weekends as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Currently working as a Computer Attendant or Advanced Computer Attendant with a minimum of one year of current experience as a Computer Attendant or Advanced Computer Attendant at Southwestern Bell with an appraisal rating of Meets Expectations.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

JOB DESCRIPTION

Performs the more difficult duties related to computer operations in the Network Department. Duties include but are not limited to: (1) operates small mini-computers, (2) installs computer updates and changes, (3) provides logon identification, (4) produces daily backup data, (5) installs Broadcast Warning Change Notices, (6) responsible for file space administration in the system, and (7) performs other generally related work of a complex nature.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Checks and maintains computer data base records.
2. Starts and stops computer machines.
3. Inserts and removes cartridges, disk packs, paper, etc. in accordance with the detailed job specifications.
4. Prepares data base records for insertion into the computer.
5. Combines computer output records for distribution to those locations requiring such information.
6. Operates small mini-computers.
7. Installs computer updates and changes.
8. Provides logon identification.
9. Produces daily backup data.
10. Installs Broadcast Warning Change Notices.
11. Handles file space administration in the system.
12. Works with a minimum of supervision to control timely and accurate completion of assigned work.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal for letters, reports and other material.
2. Resolves record/data base errors for complex programs.
3. Encodes for format record/data base entries for complex programs.
4. Attends computers, i.e., starts and stops machine, inserts or removes tape disc and clears routine processing problems.
5. Participates in the verification of measuring device equipment.
6. Encodes records into the Mechanized Translations System (MTS) to activate the data collection process in a switching machine for both internal and external data customers.
7. Interfaces directly with data customers (such as the SCC, Information Systems, external customers, Network Administration and Marketing) and technical support personnel on problem resolution.
8. Uses various software programs which provide output data for use by data customers (such as data collection parameters by switching machine type, COSMOS, TIDE and ORRS).
9. Handles and/or transports boxes of supplies including computer paper, cards, etc. weighing up to a maximum of 50 pounds.

JOB TITLE: ADVANCED DATA
PROCESSING CLERK-C, H

WAGE SCALE: SS-2 CLERICAL

(continued)

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (Level 2 is required)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Normally works day hours, Monday through Friday, but may be assigned to shifts including day, evening and night tours.
- Some weekends, holidays and overtime may be required.
- Occasional travel on Company business away from home overnight.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience using a calculator, adding machine, typewriter, word processor, time-share computer, etc.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training. May require training on several shifts.
- Some off-site training may be required.

JOB DESCRIPTION

Maintains concession telephone records for retired employees which includes the preparation of discount authorizations on telephone equipment and toll. Investigates out-of-balance conditions on pensioners' bills. Investigates problems and answers questions regarding the commemorative gift program. Maintains data for and prepares monthly, quarterly and annual benefit reports. Will initiate contacts to employees/pensioners to obtain required information.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Answers telephone, takes messages, refers calls and replies to questions from departments, employees and pensioners.
2. Handles retired employee telephone service; prepares concession telephone authorizations and reviews pensioners' telephone bills monthly and calculates appropriate long-distance discount using RETC program.
3. Opens, distributes and sends out mail; performs filing and other miscellaneous clerical duties.
4. Investigates problems and answers questions regarding the commemorative gift program.
5. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal for letters, reports and other material. R

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required) R

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Normal day tours, Monday through Friday. Occasional overtime and weekend work, as required.

JOB TITLE: BENEFIT CLERICAL ASSISTANT WAGE SCALE: SS-2 CLERICAL
(continued)

BASIC QUALIFICATIONS (Continued)

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job and/or classroom training.

JOB DESCRIPTION

Investigates and compares directory billing against live billing runs; handles correspondence and telephone contact with other departments and other selling companies. Writes queries, maintains service order activity and service order interface printouts, codes service orders when necessary. Types and operates various office machines and performs other miscellaneous clerical duties.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Receives related local or NYPS material, reviews copy for acceptability, prepares necessary forms and releases copy.
2. Enters additions, deletions and other changes to mechanized data base by means of a cathode-ray tube (CRT) or other keyboard device.
3. Maintains query files, local trade items, pending activity files, service orders pending, printouts and other records.
4. Checks all directory billing and compares with live billing runs, clears revenue errors and discrepancies on proof page runs.
5. Operates adding and calculating machines, keypunch and key verifying machines.
6. Processes work to meet daily, weekly and monthly deadlines.
7. Enters and verifies listing enhancements via the work station environment.
8. Processes specialized activity required to trigger the procedures for integration of text and graphics via the mechanized data base.
9. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal for letters, reports and other material. R
2. Handles telephone contacts and correspondence with selling companies and other departments.
3. Processes discrepancy notices and authorized adjustments.
4. Receives and edits unprocessed service order activity and service order interface printouts; codes service order activity when necessary.
5. Analyzes and handles rejects for correction.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS**TESTS:**

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required)

R

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Normally, Monday through Friday, forty-hour week. Must be willing to work overtime, including nights and weekends as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous Directory Department job involving Directory Advertising Contracts or service orders; experience using office machines such as adding and calculating machines, Cathode-Ray Tube (CRT), keypunch or verifying machine.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom training.
- On-the-job training.

JOB DESCRIPTION

Directs the flow of, and coordinates the work performed by a group of clerks; assists in the training and coaching of employees; and may also perform some work of the same nature as the employees in the group.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Directs flow of work and coordinates work performed by a group of clerks.
2. Uses typewriter and/or computer terminal to prepare and/or type correspondence, reports, memos, vouchers, etc.
3. Works on a job where a high degree of accuracy is required.
4. Operates a duplicating machine.
5. Interacts with other departments, individuals or groups to coordinate and relay information and work or to complete tasks.
6. Follows prescribed methods to do the job.
7. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal.
2. Takes dictation and transcribes from notes or a dictation machine.
3. Takes messages and refers calls for those not available.
4. Maintains various files, e.g., reports, letters, reference material.
5. Orders supplies for the entire work group.
6. Receives instructions and assignments from a number of management employees within the same work group.
7. Assists in the training and coaching of other clerical employees in the work group.
8. Uses computer software to design reports and retrieve statistical and informational data.
9. Handles and/or transports boxes of supplies including computer paper, cards, etc. weighing up to a maximum of 50 pounds.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (Level 2 is required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Normal day tours, Monday through Friday; occasional overtime and weekend work as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Directs the flow of, and coordinates the work performed by a group of stenographers or typists; assists in the training and coaching of employees; and may also perform some work of the same nature as the employees in the group.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Directs flow of work and coordinates work performed by a group of stenographers or typists.
2. Takes dictation and transcribes from notes or a dictation machine.
3. Uses typewriter and/or computer terminal to prepare and/or type correspondence, reports, memos, vouchers, etc. R
4. Works on a job where a high degree of accuracy is required.
5. Operates a duplicating machine.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Takes messages and refers calls for those not available.
2. Maintains various files, e.g., reports, letters, reference material.
3. Orders supplies for the entire work group.
4. Receives instructions and assignments from a number of management employees within the same work group.
5. Assists in the training and coaching of other clerical employees in the work group.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (Level 2 is required) A
- Word Skills Test (may be required) |
- Excel Skills Test (may be required) A
- Stenography Test (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

JOB TITLE: HEAD STENOGRAPHER-C

WAGE SCALE: SS-2 CLERICAL
(continued)

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Normal day tours, Monday through Friday; occasional overtime and weekend work as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Directs the flow of, and coordinates the work performed by a group of clerks, machine operators, stenographers or typists; assists in the training and coaching of employees and performs some work of the same nature as the employees in the group.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Plans, organizes, directs the flow of work, and coordinates the work performed by a group of clerks, machine operators, stenographers or typists.
2. Takes dictation and transcribes from notes or a dictation machine.
3. Uses typewriter and/or computer terminal to prepare and/or type correspondence, reports, records, etc., that will be read by other employees. R

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Takes messages and refers calls for those not available.
2. Maintains various files, e.g., reports, letters, reference material.
3. Assists in developing the skills of subordinate employees.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (Level 2 is required) A
- Word Skills Test (may be required) |
- Excel Skills Test (may be required) A
- Stenography Test (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

JOB TITLE: HEAD STENOGRAPHER-D

WAGE SCALE: SS-2 CLERICAL
(continued)

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- Normally works day hours, Monday through Friday, but may be assigned to shifts including day, evening and night.
- Some weekends, holidays and overtime may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Preponderant duties consist of the preparation of the E-5300 report (Plant Results Data). May also calculate, prepare, check, maintain, balance and/or correct various records and reports of a complex and highly specialized nature requiring a high degree of specialized training and ability. May perform other related clerical duties.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Prepares the E-5300 report.
2. Operates computer terminal device to store, change or retrieve information.
3. Prepares memorandums, reports, etc., that will be reviewed by other employees.
4. Works on a job where a high degree of accuracy is required.
5. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal for letters, reports and other material. R
2. Takes dictation and transcribes from notes or a dictation machine.
3. Performs complicated balancing operations.
4. Performs difficult computations and enters the results to appropriate statements and summaries.
5. Investigates differences and out-of-balance conditions and arranges for the necessary corrections.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (may be required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)

A
|
A

There may be additional factors about employee candidates for this position that should also be considered.

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- May be required to work day, evening, night or weekend tours; and overtime, daily and/or on weekends as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience involving Southwestern Bell accounting procedures or report preparation in an accounting office.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

JOB DESCRIPTION

Performs one or more of the following: (a) handles advanced computer operations duties, attends the master console for multi-processing computer systems, and supports the Marketing Information Systems group; (b) initiates telephone calls and/or field checks to verify PREMIS/Street Address Guide information and routing for community emergency systems; (c) updates systems regarding boundary, base rate area, city limit, tax area, zip code changes, and other related geographical changes; (d) performs other functions of a complex nature which may include other clerical work including typing and stenography.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

- 1 Operates computer terminal to enter data and/or obtain information.
2. Builds and maintains data bases as a result of daily service order activity.
3. Updates systems to reflect boundary, base rate area, city limit, tax area, zip code changes and other related geographical changes.
4. Works on a job where a high degree of accuracy is required.
5. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Coordinates with service representatives, marketing personnel, FACS clerks, government officials, and end user customers regarding address verification, distance measurements, mileage checks, directional input, mapping measurements, and E911 queries.
2. Uses typewriter and/or computer terminal for letters, reports and other material.
3. Analyzes and resolves data base problems.
4. Designs and documents new and existing programs in response to specific requests.
5. Develops programming code for data requests based on user requirements.
6. Produces monthly reports and data downloads from various data bases.
7. Coordinates with the R&PA organization as a result of base rate area changes.
8. Issues service orders to establish and correct service addresses.
9. Interprets Universal Service Order Codes (USOC) used to denote type of equipment and work to be done.
10. Handles and/or transports boxes of computer paper, envelopes, bins of returned mail and/or supplies weighing up to a maximum of 75 pounds.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (may be required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Forty hours per week. The scheduling of some hours and days of work will be during non-traditional work periods. Occasional overtime is required including nights, weekends or holidays.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.

JOB DESCRIPTION

Under direction, performs clerical work associated with the design, provisioning or administration of the switched network including local and toll functions, the interconnecting message trunk network, Operator Services, and/or with Customer Premise Communication Equipment, such as: prepares and/or maintains translations/cross-connects for routing, charging, CENTREX, special features and/or trunking; compiles the data necessary to prepare the above-mentioned equipment for assignment; issues necessary lists, gradings, cross-connect records, translations forms and/or trunk orders as required to implement changes, deletions or additions to such cross-connects/translations. Performs other generally related clerical work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Operates computer terminal to enter data and/or obtain information. R
2. Prepares translations/cross-connects for routing, charging, CENTREX and special features and/or trunking.
3. Prepares and originates various reports and correspondence which are technical in nature and require discretion and judgment in preparation.
4. Interacts with other groups to coordinate and relay information.
5. Works on a job where a high degree of accuracy is required.
6. Prepares orders for equipment, repairs and supplies.
7. Investigates/analyzes AMA billing errors for disposition/resolution.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal for letters, reports and other material. R
2. Interprets routing guidelines and publications to determine routing of codes.
3. Handles complex technical data which requires understanding of Basic Telephone Accounting and Network concepts.
4. Drives Company or personal vehicle.
5. Maintains charts, files and records.
6. Handles and/or transports boxes of supplies including computer paper, cards, etc. weighing up to a maximum of 50 pounds.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (may be required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)

A
|
A

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Normally works day hours, Monday through Friday, but may be assigned to shifts including day, evening and night.
- Some weekends, holidays and overtime may be required.
- A valid state driver's license and satisfactory driving record check may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience using skills on a calculator, adding machine, typewriter/word processor, etc.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training.
- Classroom training. May be away from home location.

JOB DESCRIPTION

Observes and records the handling of calls and performs other related operations to obtain data for the analysis and appraisal of the character and quality of service furnished the customers. May do miscellaneous clerical work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Observes and records the handling of customer calls for the analysis of the character and quality of service.
2. Records the details of each call on a form or computer display terminal which is later reviewed and analyzed by other employees or by computer.
3. Uses a stop watch or computer display terminal to measure various intervals during each call.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Works as an Operator or Service Assistant when assigned.
2. Reviews and interprets instructions.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

- No test requirements.

PAST EXPERIENCE:

- Recent satisfactory performance as an Operator or Service Assistant is required.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work a variety of hours including day, evening and night tours, Saturdays, Sundays and holidays. Overtime may be required.

BASIC QUALIFICATIONS (Continued)

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom training.
- On-the-job training.

JOB DESCRIPTION

Performs complex clerical work requiring specialized training and ability in connection with the correction of service order errors and other related advices to Accounting records. May perform miscellaneous duties involving coordination with and providing assistance to the service order writers.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Investigates Uniform Service Order errors on accounting records.
2. Investigates and corrects errors on service orders prepared by persons in accounting-related organizations.
3. Communicates with various organizations regarding service order error correction.
4. Processes manual and deleted orders.
5. Processes system-generated reports related to service order error correction.
6. Works on a job with much emphasis on accuracy and timeliness.
7. Interacts with other departments or groups to coordinate work and complete tasks.
8. Operates computer terminal device to store, change or retrieve information.
9. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal for letters, reports and other material. R

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying score must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required) R

There may be additional factors about employee candidates for this position that should also be considered.

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- May be required to work day, evening, night or weekend tours; and overtime daily and/or on weekends as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

JOB DESCRIPTION

In the Customer Record and Billing (CRB) operation under a mechanized order retrieval and distribution system, reviews service order information either before or after issuance of order to determine correctness; arranges for the correction of errors discovered, types and proofreads orders and make corrections of errors discovered during proofreading; receives, reviews and records completion order information and corrections from other work forces; performs other incidental clerical duties.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Uses computerized typewriter to process service orders going into the Service Order Retrieval and Distribution (SORD) process.
2. Formats information placed on Universal Service Order (USO).
3. Interprets Universal Service Order Codes (USO) used to denote type of equipment and work to be done.
4. Reviews service order memorandums from business office and sales for accuracy.
5. Discusses service order problems with other departments.
6. Accepts service order completion information from installation and repair forces.
7. Works on a job where a high degree of accuracy, speed and volume are required.
8. Works at a desk using cathode ray terminal for long periods of time.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Maintains charts, files and records.
2. Assists others in the prompt and accurate handling of customer calls to meet service goals and deadlines.
3. Answers telephone, answers inquiries, takes messages and relays calls.
4. Picks up and delivers mail and service orders to business office positions.
5. Drives Company or personal vehicle.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS**TESTS:**

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (Level 2 is required)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Forty-hour week. Hours and days of work may not coincide with normal work week. Occasional overtime required including nights, weekends or holidays.
- Where driving is required, a valid driver's license and a satisfactory driving record check are required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Classroom training, or on-the-job by supervision.
- Continuation training on-the-job as required.

CLERICAL S-1 & S-2

S-1

- Accounting Clerk R
- Cash Control Clerk
- Draft Reconciliation Clerk
- Fraud Specialist
- Technical Assistance Center
Administrator

S-2

- Audit Clerk
- Claims Representative
- General Financial Clerk
- Senior Accounting Clerk
- Senior Treasury Clerk

JOB DESCRIPTION

Performs one or more of the following: (A) maintains and summarizes controlling records on summary forms; (B) maintains record of special accounts and services including work related thereto such as preparation of bills, memorandum journal entries, collection report data, statements and special bill controls; (C) audits adjustment and uncollectible vouchers and other debit and credit advices for accuracy, proper approvals, classification of amounts, etc.; (D) prepares and reviews certain statistical, performance and other reports and summaries, all of which require a thorough knowledge of the related procedures involved; (E) prepares some journal entries; (F) maintains and controls Savings Plan records. Performs computing work related to these and other unrelated specialized accounting jobs.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Maintains and summarizes controlling records on summary forms.
2. Maintains record of special accounts and services, including work related thereto, such as preparation of bills, memorandum journal entries, collection report data, statements and special bill controls.
3. Answers telephone, answers inquiries, takes messages and relays calls.
4. Follows prescribed methods to do the job and processes work to meet deadlines.
5. Does incidental office work such as sorting, copying, posting and tabulating.
6. Works on a job where a high degree of accuracy is required.
7. Coordinates closely with other work groups.
8. Operates computer terminal device to store, change or retrieve information.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal for letters, reports and other material.
2. Uses common office machines, e.g., adding machine, calculator, copy machine.
3. Prepares memorandums, reports, etc., that will be read by other employees.
4. Audits adjustment and uncollectible vouchers and other debit and credit advices for accuracy, proper approvals, classification of amounts, etc.
5. Prepares and reviews certain statistical, performance and other reports and summaries, all of which require a thorough knowledge of the related procedures.
6. Prepares journal entries.
7. Maintains and controls Savings Plan records.
8. Develops and maintains spreadsheet applications.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (may be required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

NOTE: Initial consideration will be limited to Balancing Clerk, Draft Distribution Clerk, Editing Clerk, Senior Records Clerk-A, Senior General Clerk-A, Service Order Correction Clerk, Ticket Record Clerk and employees who previously performed satisfactorily for at least twelve months within Southwestern Bell Telephone Company in a job with the previously listed job titles.

SPECIAL JOB REQUIREMENTS:

- May be required to work overtime, daily and/or on weekends as required.
- May require security check.

A

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in previous job with job-related work experience involving Southwestern Bell accounting procedures or report preparation in an accounting office.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

JOB DESCRIPTION

Processes advices of bank deposits and withdrawals and performs other related clerical work. Analyzes deposits and bank remittances to identify problems and failures, and resolves differences with Comptrollers, Customer Services and bank representatives, as required. May also operate a bookkeeping machine in posting bank register records. May perform other related clerical work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Processes advices of bank deposits and withdrawals.
2. Analyzes deposits and bank remittances to identify problems and failures and resolves differences with various internal organizations and bank representatives.
3. Summarizes collections and identifies cash available for disbursement.
4. Processes work to meet deadlines.
5. Operates calculator or adding machine to perform lengthy and complex arithmetic functions.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Operates computer terminal device to store, change or retrieve information.
2. Uses typewriter and/or computer terminal for letters, reports and other material. R
3. Operates a bookkeeping machine in posting bank register records.
4. Prepares special studies of deposits, bank accounts, remittances, etc.
5. Prepares memorandums, reports, etc. that will be reviewed by others.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required) R

There may be additional factors about employee candidates for this position that should also be considered.

JOB TITLE: CASH CONTROL CLERK WAGE SCALE: S-1 CLERICAL
(continued)

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- May be required to work overtime, daily and/or weekends as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

JOB DESCRIPTION

Establishes records for the reconciliation of company drafts. Arranges for the adjustment of discrepancies. Maintains records of issued, paid and outstanding drafts. Furnishes data for the monthly report of Central Bank Plan activities. May perform incidental clerical work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Establishes records for the reconciliation of drafts.
2. Arranges for the adjustment of discrepancies.
3. Maintains records of issued, paid and outstanding drafts.
4. Operates calculator or adding machine to perform lengthy and complex arithmetic functions.
5. Works on a job where a high degree of accuracy and timely completion of work are required.
6. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Furnishes data for the monthly report of Central Bank Plan activities.
2. Operates computer terminal device to store, change or retrieve information.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying score must be met on:

- Telephone Ability Battery (TAB)

There may be additional factors about employee candidates for this position that should be considered.

NOTE: Initial consideration will be limited to Balancing Clerk, Draft Distribution Clerk, Editing Clerk, Senior Records Clerk-A, Senior General Clerk-A, Service Order Correction Clerk, Ticket Record Clerk and employees who previously performed satisfactorily for at least twelve months within Southwestern Bell Telephone Company in a job with the previously listed job titles.

JOB TITLE: DRAFT RECONCILIATION CLERK WAGE SCALE: S-1 CLERICAL
(continued)

BASIC QUALIFICATIONS (Continued)

SPECIAL JOB REQUIREMENTS:

- May be required to work overtime, daily and/or weekends as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

JOB TITLE: FRAUD SPECIALIST WAGE SCALE: S-1 CLERICAL

JOB DESCRIPTION

Investigates fraud alerts on residence and business customers through inbound and outbound telephone contact, correspondence, and various computer systems. Makes decisions on suspending or permanently disconnecting service. Updates various databases and systems with information associated with fraud. Coordinates with departments regarding fraudulent activity, reestablishment of service and verification of legitimate customer usage.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Investigates fraud alerts using a personal computer (PC) and other computer systems, suspends or permanently disconnects service, and issues service orders on accounts with fraudulent activity.
2. Receives calls from customers and other departments regarding fraudulent activity, reestablishment of service, and verification of legitimate customer usage.
3. Updates various databases in connection with investigation of fraudulent alerts.
4. Issues service orders and coordinates with Credit and Collections on accounts with fraudulent activity.
5. Works independently with little supervision.
6. Performs other clerical functions.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses computer terminal for letters, reports, and other material.
2. Coordinates with other Carriers on shared fraud information.
3. Performs credit investigations.
4. Uses social security and drivers license database systems.
5. Completes tracking forms and necessary paperwork for audits.
6. Manually completes form letters, checklists, and work logs.
7. May be required to wear a headset.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Customer Service Assessment (CSA) Core/Service Version
- Typing Skills Test (may be required)
- Keyboarding Skills Test (may be required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)
- Oral Proficiency Interview (OPI) - Spanish or Vietnamese (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Must be willing to work day, evening or night tours, and overtime, weekends and holidays as required.
- Ability to speak a foreign language may be required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job dealing with telephone customer contact, complaint handling, or public contact work.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- Eight weeks in classroom and on-the-job training.
- Four weeks in special training tours for follow-up and coaching.

JOB DESCRIPTION

Primarily performs on-line application, system and network troubleshooting and resolution in over 600 applications. Creates, receives, screens, tests, analyzes, resolves and dispatches trouble reports to other fix-it organizations such as company official communications services, tier 2 and 3 analysts, and IT operations groups. Supports internal employees/groups within SWBT, Pacific Bell, SNET, SBC Operations, Inc., Ameritech as well as ASI, SBC Telecom, international contractors and some external clients; performs other generally related functions.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Creates, receives, screens, analyzes, dispatches, updates and resolves trouble reports.
2. Operates personal computer (PC) to enter data, perform troubleshooting, testing, issue commands to applications/systems/networks and obtain information.
3. Handles employee complaints, inquiries, requests and answers questions concerning applications/systems/networks.
4. Accesses and monitors multiple applications/systems/networks to issue commands to stop/start/change processes and devices (terminals, printers, nodes, etc.).
5. Accesses multiple applications/systems/networks to provide employee access to applications/systems/networks (i.e., when employees are locked out, revoked, frozen in said application).
6. Initiates employee contacts as required to secure additional information or to notify employee of status or completion of trouble report.
7. Answers incoming calls to Technical Assistance Center 7x24, 365.
8. Interacts and coordinates within and outside department to verify services and facilities to resolve employee trouble reports.
9. Receives trouble report restorations or re-status information from other departments, coordinates and performs required status transactions.
10. Works to meet strict service commitments and other deadlines.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Determines emergency situations and coordinates necessary further action including escalation to various support and senior management team to resolve the problem.
2. Uses test equipment to ensure integrity network connectivity.
3. Files and handles paperwork associated with various employee service activities.
4. Wears a headset.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Customer Service Assessment (CSA) Core/Service Version
- Keyboarding Skills Test (may be required)

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- May be required to work day, evening, night or weekend tours; overtime daily and/or on weekends as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Currently working as a Computer Attendant or Advanced Computer Attendant with a minimum of one year of current experience as a Computer Attendant or Advanced Computer Attendant at Southwestern Bell with an appraisal rating of Meets Expectations.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

JOB DESCRIPTION

Reviews and analyzes for correctness, completeness, compliance with regulatory authorities, tariffs, company practices, etc., various records such as estimate requests and approved estimates; final completion reports and other reports involving routine and specific estimates; custom work orders and related billing authorizations; customer service orders and similar advices; plant and accounting records of number of plant units; bills, vouchers and other requests for payment; Payroll Change Reports and pension calculation. Determines deviations and arranges for corrections where necessary. May prepare and maintain records, journal entries, etc., in connection with the work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Answers telephone, answers inquiries, takes messages and relays calls.
2. Operates computer terminal device to store, change or retrieve information.
3. Reviews and analyzes various records for correctness, completeness and compliance with regulatory authorities, tariffs, Company practices, etc.
4. Determines errors and arranges for corrections where necessary.
5. Prepares and maintains records, journal entries, statistical reports, etc.
6. Prepares memorandums, reports, etc., that will be reviewed by other employees.
7. Uses common office machines, e.g., calculator, copy machine.
8. Works on a job where a high degree of accuracy and timely completion of work are required.
9. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal for letters, reports and other material. R
2. Reviews and analyzes estimate requests and approved estimates.
3. Reviews and analyzes final completion reports and other reports involving routine and specific estimates.
4. Reviews and analyzes custom work orders and related billing authorizations.
5. Reviews and analyzes customer service orders and similar advices.
6. Prepares and/or reviews and analyzes perpetual inventory of outside plant materials and supplies and/or Telephone Company Storerooms (TCS) and Material Distribution Centers (MDC).
7. Reviews and analyzes plant and accounting records of number of plant units.
8. Reviews and analyzes bills, vouchers and other requests for payment.
9. Reviews and analyzes Payroll Change Reports, pension calculations and Wage and Tax records.
10. Reviews and analyzes Responsibility Code maintenance.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (may be required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)

A
|
A

There may be additional factors about employee candidates for this position that should also be considered.

NOTE: Initial consideration will be limited to Accounting Clerk, Draft Reconciliation Clerk, Balancing Clerk, Draft Distribution Clerk, Editing Clerk, Senior Records Clerk-A, Senior General Clerk-A, Service Order Correction Clerk, Ticket Record Clerk and employees who previously performed satisfactorily for at least twelve months within Southwestern Bell Telephone Company in a job with the previously listed job titles.

SPECIAL JOB REQUIREMENTS:

- May be required to work overtime daily and/or on weekends as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience involving Southwestern Bell accounting procedures or report preparation in an accounting office.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

JOB DESCRIPTION

Responsible for processing, billing, collecting or paying damage claims. Initiates and receives written and telephone communications in connection with collection of unpaid bills. Performs other related duties.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Handles telephone customer contacts concerning claims.
2. Handles high volume of detailed paper work such as damage reports, case folders, claims bills, investigative data given by the Claims Investigators, data necessary for statistical report to supervisor, monthly reports, vouchers and office logs reflecting status of claim, i.e., open/closed collection matters.
3. Maintains files of damage done by particular contractors/individuals and other statistical data.
4. Posts payments, computes and quotes balance to public.
5. Prepares and mails checks for settlement.
6. Wears a headset.
7. Receives instructions/assignments from a number of management employees.
8. Works on a job with much emphasis on accuracy and timeliness.
9. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal for letters, reports and other material.
2. Operates computer terminal device to store, change or retrieve information.
3. Determines the appropriate interval for making collection calls and makes contacts regarding payment of damage claims.
4. Contacts public regarding mail which has been received and cannot be associated with a file.
5. Discusses billing inquiries and damage claims with defendants/claimants, insurance companies or attorneys.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (may be required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)
- Customer Service Assessment (CSA) Core/Service & Collections Version R

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- Hours vary depending on assignment. Normally works day hours, Monday through Friday; however, may be required to work weekend, holiday and/or other overtime work.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

JOB DESCRIPTION

Prepares, maintains, reconciles and analyzes various records, statements and reports relating to the Company's cash, securities or pension fund records. May also perform other clerical work.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Prepares, maintains, reconciles and analyzes various records, statements and reports relating to the Company's receipts, disbursements, cash, securities and/or financing.
2. Operates calculator, PC and/or computer terminal to perform lengthy and complex arithmetic and data maintenance functions.
3. Works on a job where a high degree of accuracy and timely completion of work are required.
4. Works independently with little supervision.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal for letters, reports and other material. R
2. Operates computer terminal device to store, change or retrieve information.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required) R

There may be additional factors about employee candidates for this position that should also be considered.

SPECIAL JOB REQUIREMENTS:

- May be required to work overtime, daily and/or weekends as required.

BASIC QUALIFICATIONS (Continued)

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

JOB DESCRIPTION

Prepares and analyzes the most important accounting records and reports such as various administrative reports, statements, etc., pertaining primarily to telephone plant, revenues and expenses; the company's general journal and ledger; records of securities, depreciation, purchases and sales of telephone plant; balance sheet and income statement; statistical data relating to operating results, etc. Reconciles differences where necessary and arranges for correction of records where appropriate.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Prepares and analyzes important accounting records and reports.
2. Reconciles differences where necessary and arranges for correction of records where appropriate.
3. Makes arithmetic calculations involving fractions, decimals and percentages requiring the use of a calculator or manual ability.
4. Prepares memorandums, reports, etc. that will be reviewed by other employees.
5. Works on a job where a high degree of accuracy is required.
6. Works with minimum of supervision to control timely completion of assigned work.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal for letters, reports and other material. R
2. Operates computer terminal device to store, change or retrieve information.
3. Prepares and analyzes various administrative reports, statements, etc., pertaining primarily to telephone plant, revenues and expenses.
4. Prepares and analyzes the company's general journal and ledger; records of securities, depreciation, purchases and sales of telephone plant; balance sheet and income statement.
5. Prepares and analyzes statistical data related to operating results.
6. Performs payroll wage and tax operations.
7. Answers telephone, answers inquiries, takes messages and relays calls.
8. Transfers boxes of printer paper weighing up to a maximum of 50 pounds from floor to table.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Typing Skills Test (may be required)
- Word Skills Test (may be required)
- Excel Skills Test (may be required)

A
|
A

There may be additional factors about employee candidates for this position that should also be considered.

NOTE: Initial consideration will be limited to Accounting Clerk, Draft Reconciliation Clerk, Balancing Clerk, Draft Distribution Clerk, Editing Clerk, Senior Records Clerk-A, Senior General Clerk-A, Service Order Correction Clerk, Ticket Record Clerk and employees who previously performed satisfactorily for at least twelve months within Southwestern Bell Telephone Company in a job with the previously listed job titles.

SPECIAL JOB REQUIREMENTS:

- May be required to work overtime, daily and/or on weekends as required.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience involving Southwestern Bell accounting procedures or report preparation in an accounting office.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

JOB DESCRIPTION

Maintains Centralized Advance Account for the cashing of all employee expense vouchers; issuance and return of all temporary advances; cashing personal checks and making change. Reconciles differences between bank statement and company records. Prepares reports for each department on outstanding advances (temporary and permanent). Assists in the issuance and reconciliation of pay drafts, sundry drafts, coin settlement drafts, refund drafts and field drafts. Assists in the issuance of Savings Bonds including the preparation of reports and payment to the Federal Reserve Bank.

GENERAL DUTIES

The essential functions listed below are representative of duties performed by this job title. Duties generally include but are not limited to the following:

GENERAL ESSENTIAL FUNCTIONS WHICH ARE NORMALLY REQUIRED:

1. Cashes employee expense vouchers after editing for accuracy and completeness.
2. Performs work operations required to issue employee temporary advance, including maintaining records on outstanding advances and initiating action for prompt return.
3. Cashes employees' personal checks when presented with proper identification.
4. Makes change.
5. Maintains centralized account sufficient to handle daily money transactions, including reconciliation of bank statement with Company records using a calculator or adding machine.
6. Works on a job where a high degree of accuracy is required.

ESSENTIAL FUNCTIONS WHICH MAY BE REQUIRED FOR A PARTICULAR JOB:

1. Uses typewriter and/or computer terminal for letters, reports and other material. R
2. Operates computer terminal device to store, change or retrieve information.
3. Processes savings bonds, pay drafts, sundry drafts, coin settlement drafts, refund drafts and field drafts.

PHYSICAL REQUIREMENTS

- No physical requirements.

BASIC QUALIFICATIONS

TESTS:

Except where candidate has satisfactory past job experience, minimum qualifying scores must be met on:

- Telephone Ability Battery (TAB)
- Keyboarding Skills Test (may be required) R

There may be additional factors about employee candidates for this position that should also be considered.

NOTE: Initial consideration will be limited to Accounting Clerk, Draft Reconciliation Clerk, Balancing Clerk, Draft Distribution Clerk, Editing Clerk, Senior Records Clerk-A, Senior General Clerk-A, Service Order Correction Clerk, Ticket Record Clerk and employees who previously performed satisfactorily for at least twelve months within Southwestern Bell Telephone Company in a job with the previously listed job titles.

SPECIAL JOB REQUIREMENTS:

- Must be willing to greet people and complete each transaction.
- Must have ability to use adding machine or calculator.
- May be required to work overtime, daily and/or weekends as required.
- May require a security check.

JOB PERFORMANCE AND ATTENDANCE RECORD:

- Meets Expectations in Measurement of Work performance rating in present job.
- Meets Expectations in Attendance/Punctuality rating in present job.
- Meets Expectations in Safety rating in present job.

ADDITIONAL FACTORS

- Satisfactory performance in a previous job with job-related work experience.
- Completion and satisfactory performance in job-related training or schooling.

TRAINING

- On-the-job training as required.
- May include some formal training off-the-job.

ALL JOB TITLES

<u>Title</u>	<u>Appendix</u>	<u>Section</u>	<u>Wage Scale</u>	<u>Revision Date</u>	
Accounting Clerk	A	17	S1 Clerical	8/02	R
Administrative Clerk	C	15	SS1 Clerical	9/99	
Administrative Reports Clerk	C	15	SS1 Clerical	9/99	
Advanced Computer Attendant	A	16	SS2 Clerical	9/99	
Advanced Data Processing Clerk-C, H	C, H	16	SS2 Clerical	11/00	
Air Conditioning Specialist	C	7	Noncraft	8/02	R
Assistant Customer Service Technician	C	7	Noncraft	12/99	
Audit Clerk	A	17	S2 Clerical	9/99	
Balancing Clerk	A	15	SS1 Clerical	9/99	
Benefit Clerical Assistant	A	16	SS2 Clerical	9/99	
Benefit Clerk	A	13	E2 Clerical	9/99	
Building Mechanic	C	7	Noncraft	6/00	
Business Office Clerk	B	14	E3 Clerical	9/99	
Business Representative	B	11	Business Representative Group	9/99	
Business Services Instructor	D	11	Business Services Instructor	9/99	
Business Systems Representative	B	11	Marketing Operations	9/99	
Cable Splicing Technician	C	9	Group 1 Craft	6/00	
CAD Technical Specialist	C	7	Noncraft	6/01	
Cash Control Clerk	A	17	S1 Clerical	9/99	
Central Office Assistant	D	12	Central Office Assistant	11/00	

<u>Title</u>	<u>Appendix</u>	<u>Section</u>	<u>Wage Scale</u>	<u>Revision Date</u>	
Central Office Clerk	D	12	Service Assistant	9/99	
Central Office Translations Specialist	C	7	Noncraft	9/99	
Circuit Design Specialist	C	7	Noncraft	9/99	
Claims Representative	A	17	S2 Clerical	9/99	
Clerk-B, I	B, I	13	E2 Clerical	11/00	
Coin Counter	B	11	Coin Collector Group	6/01	
Combination Clerk	C	13	E2 Clerical	9/99	
Combination Technician	C	9	Group 1 Craft	11/01	
Communications Consultant	B	11	Communications Consultant	12/99	
Communications Technician	C	9	Group 1 Craft	6/00	
Computer Attendant-A, D	A, D	15	SS1 Clerical	8/02	R
Console Operator	D	12	Console Operator	11/00	
Copy Machine Operator	A	14	E3 Clerical	9/99	
Customer Clerk	B	11	Customer Clerk	12/99	
Customer Representative	B	11	Customer Representative Group	9/99	
Customer Service Representative I	B	11	Marketing Operations	9/99	
Customer Service Representative II	B	11	Customer Service Rep II (Equivalent to Group 1 Craft)	11/99	
Customer Services Representative	C	7	Noncraft	12/99	
Customer Services Specialist	B	11	Customer Services Specialist	12/99	
Customer Services Technician	C	9	Group 1 Craft	6/00	
DAS/C Data Base Clerk	D	15	SS1 Clerical	9/99	

<u>Title</u>	<u>Appendix</u>	<u>Section</u>	<u>Wage Scale</u>	<u>Revision Date</u>	
Data Control Clerk	B	15	SS1 Clerical	9/99	
Data Entry Operator	B	15	SS1 Clerical	9/99	
Data Processing Clerk-B	B	15	SS1 Clerical	9/99	
Data Processing Clerk-C	C	15	SS1 Clerical	9/99	
Data Services Technician	C	9	Group 1 Craft	6/00	
Directory Composer	B	16	SS2 Clerical	9/99	
Directory Distribution Clerk	B	14	E3 Clerical	9/99	
Draft Reconciliation Clerk	A	17	S1 Clerical	9/99	
Draft Records Clerk	A	14	E3 Clerical	9/99	
Driver-Tractor Trailer	C	7	Noncraft	9/99	
Editing Clerk	A	15	SS1 Clerical	9/99	
Facilities Specialist	C	7	Noncraft	9/99	
Field Assistant	B	11	Business Representative Group	9/99	
Final Accounts Clerk	B	13	E2 Clerical	9/99	
Force Adjustment Clerk	D	15	SS1 Clerical	9/99	
Force Reports Clerk	D	14	E3 Clerical	9/99	
Frame Attendant	C	10	Group 2-A Craft	8/02	R
Fraud Specialist	A	17	S1 Clerical	1/02	
Garage Attendant	C	7	Noncraft	9/99	
General Clerk-B	B	15	SS1 Clerical	9/99	
General Clerk-D	D	15	SS1 Clerical	9/99	
General Financial Clerk	A	17	S2 Clerical	9/99	
Graphics Specialist-A, B	A, B	8	Graphics Specialist	9/99	

R=Revision

August 2002

<u>Title</u>	<u>Appendix</u>	<u>Section</u>	<u>Wage Scale</u>	<u>Revision Date</u>
Head Clerk-A, B, C, D, I	A, B, C, D, I	16	SS2 Clerical	11/00
Head Stenographer-C	C	16	SS2 Clerical	9/99
Head Stenographer-D	D	16	SS2 Clerical	9/99
House Service Attendant	C	7	Noncraft	6/00
House Service Maintainer	C	7	Noncraft	6/00
Installation Coordinator	C	7	Noncraft	12/99
Installation Coordinator	B	11	Marketing Operations	12/99
Key Entry Operator	A	14	E3 Clerical	9/99
Line Translations Specialist	C	7	Noncraft	9/99
Mail Attendant	A	15	SS1 Clerical	9/99
Marketing Assistant	B	11	Marketing Operations	9/99
Miscellaneous Summaries Clerk	D	13	E2 Clerical	9/99
Motor Equipment Inspector/Maintainer	C	7	Noncraft	12/99
Network Center Technician	C	9	Group 1 Craft	9/99
Office Clerical Assistant-A, B, C, D, I	A, B, C, D, I	13	E1 Clerical	11/00
Office Service Clerk	A	13	E2 Clerical	9/99
Operations Clerk-C, H	C, H	15	SS1 Clerical	11/00
Operator	D	12	Operator	11/00
Outside Plant Technician	C	10	Group 2 Craft	6/00
Pay Telephone Consultant	B	11	Customer Representative Group	12/99
Pay Telephone Technician	C	7	Noncraft	11/00
Payroll Change Clerk	D	15	SS1 Clerical	9/99

A=Addition

<u>Title</u>	<u>Appendix</u>	<u>Section</u>	<u>Wage Scale</u>	<u>Revision Date</u>	
PBX Attendant	B	13	E2 Clerical	9/99	
Personnel Records Clerk	C	15	SS1 Clerical	9/99	
Posting Clerk	A	13	E2 Clerical	9/99	
Project Clerk-B, I	B, I	15	SS1 Clerical	11/00	
Records Clerk-A	A	14	E3 Clerical	8/02	R
Records Clerk-B, I	B, I	14	E3 Clerical	11/00	
Records Clerk-C	C	14	E3 Clerical	9/99	
Records Clerk-D	D	14	E3 Clerical	9/99	
Reports Clerk-C, H	C, H	14	E3 Clerical	11/00	
Revenue Management Representative	B	11	Revenue Management Representative	12/99	
Right of Way Clerk	C	14	E3 Clerical	9/99	
RMATS Technician	C	9	Group 1 Craft	9/99	
Sales Agent	I	11	Sales Agent	11/00	
Sales And Service Consultant	I	11	Sales And Service Consultant	11/00	
Sales Clerk	B	11	Sales Clerk	12/99	
Senior Accounting Clerk	A	17	S2 Clerical	9/99	
Senior Consultant	I	11	Senior Consultant	11/00	
Senior General Clerk-A	A	16	SS2 Clerical	9/99	
Senior General Clerk-B, I	B, I	16	SS2 Clerical	11/00	
Senior General Clerk-D	D	16	SS2 Clerical	9/99	
Senior Records Clerk-A	A	15	SS1 Clerical	8/02	R
Senior Records Clerk-B, D, I	B, D, I	15	SS1 Clerical	11/00	
Senior Reports Clerk-C, I	C, I	15	SS1 Clerical	11/01	

R=Revision

<u>Title</u>	<u>Appendix</u>	<u>Section</u>	<u>Wage Scale</u>	<u>Revision Date</u>
Senior Stenographer-A, B, C, D, I	A, B, C, D, I	15	SS1 Clerical	11/00
Senior Treasury Clerk	A	17	S2 Clerical	9/99
Senior Typist	A	14	E3 Clerical	9/99
Service Assistant	D	12	Service Assistant	11/00
Service Evaluator	D	16	SS2 Clerical	9/99
Service Order Clerk	A	14	E3 Clerical	9/99
Service Order Correction Clerk	A	16	SS2 Clerical	9/99
Service Order Writer-B, I	B, I	16	SS2 Clerical	11/00
Service Representative	B	11	Service Representative Group	4/02
Service Results Clerk	D	14	E3 Clerical	9/99
Stenographer-A, B, C, D, H	A, B, C, D, H	14	E3 Clerical	11/00
Supplies Attendant	C	7	Noncraft	6/00
Supplies Clerk	C	14	E3 Clerical	9/99
Systems Analyst	C	10	Noncraft	01/02
Systems Technician	C	7	Group 1 Craft	6/00
Technical Assistance Center Administrator	A	17	S1 Clerical	01/02
Technical Associate	C	7	Noncraft	01/02
Teller	B	11	Teller	9/99
Ticket Clerk	A	13	E2 Clerical	9/99
Ticket Record Clerk	A	15	SS1 Clerical	9/99
Travel Specialist	A	15	SS1 Clerical	9/99
Typist-A	A	13	E2 Clerical	9/99
Typist-B, C, D	B, C, D	13	E2 Clerical	9/99