

Career Service Authority

Cable Television Analyst

Revised Date //
Revised By Janell Flaig
FLSA Code Exempt
Est. Date 09-16-95

General Statement of Duties

Monitors and analyses cable television franchise performance.

Essential Duties and Knowledge, Skill, and Ability Requirements

1. Receives all complaints concerning the cable franchise, compiles user statistics, and works with cable personnel to resolve problems.
 - *Knowledge of statistics sufficient to be able to prepare reports of statistical date.*
 - *Skill in establishing and maintaining effective working relationships with other employees, organizations and the public.*
 - *Skill in utilizing the principles and practices of effective and persuasive communication to elicit and /or present explanatory or interpretive information.*
2. Compiles and analyses collected data on customer telephone services, billing, marketing, installation, construction, and general policies, performs cost effectiveness and revenue forecasting studies, and prepares monthly and yearly statistical analysis and reports for City Council
 - *Knowledge of financial analysis sufficient to be able to perform cost and revenue analysis, and prepare financial statements and related reports.*
 - *Knowledge of analysis and research techniques sufficient to be able to determine what information is needed, secure and analyze desired information, and including the information in reports or databases.*
 - *Skill in excersing initiative, judgement, and decision making in solving problems and meeting organizational objectives.*
3. Develops new methods for collecting data, new database applications for archiving and retrieval of statistics, and maintains records including detailed chronology of telecommunications office.

- *Knowledge of automated data processing sufficient to be able to assist in the development and modification of programs and reports.*
- *Skill in maintaining and organizing departmental records, reports and files.*
- 4. Assists in conducting research and studies of other company customer service departments, federal, state and local laws and court actions.
 - *Knowledge of analysis and research techniques sufficient to be able to determine what information is needed, secure and analyze desired information, and including the information in reports or databases.*
 - *Skill in establishing and maintaining effective working relationships with other employees, organizations and the public.*
 - *Skill in utilizing the principles and practices of effective and persuasive communication to elicit and/or present explanatory or interpretive information.*
- 5. Prepares monthly and yearly statistical analysis of cable company performance for City Council.
 - *Knowledge of statistics sufficient to be able to prepare reports of statistical data.*
- 6. Compiles and analyses statistical data for cost effectiveness studies, tracking agency revenue, and collection and payment of fees. .
 - *Knowledge of statistical analysis, research, and evaluation methods sufficient to be able to perform studies.*
- 7. Performs general office work assisting in personnel and purchasing activities.
 - *Knowledge of office procedures and standards sufficient to be able to perform activities related to personnel and purchasing.*
- 8. Assists in training, scheduling, and checking the work of other employees.
 - *Knowledge of supervisory principles and practices sufficient to be able to establish priorities, assign and review work and resolve problems.*
- 9. Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions to this class will be determined by the amount of time spent in performing the primary duties listed above.

Job Requirements

Level of Supervision

May perform lead work on a job by job or rotating basis.

Guidance and Decision Making

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgement in selecting the most pertinent guideline in order to interpret precedents, adapt standard practices differing situations and to recommend alternative actions in unprecedented situations. Work assignment is performed within an established framework under general instructions. Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents are discussed with the supervisor before being initiated. Completed work is generally reviewed for soundness of judgement, conclusions, adequacy, and conformance to policy.

Interpersonal Communications

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented.

Physical Demands

Balancing: maintaining body equilibrium to prevent falling over.

Carrying: transporting an object, usually by hand, arm or shoulder.

Eye/Hand/Foot Coordination: performing work through using two or more.

Fingering: picking, pinching or otherwise working with fingers.

Handling: seizing, holding, grasping or otherwise working with hands.

Hearing: perceiving the nature of sounds by the ear.

Reaching: extending the hand(s) and arm(s) in any direction.

Repetitive Motions: making frequent movements with a part of the body.

Sitting: Remaining in the normal seated position.

Talking: Expressing or exchanging ideas by means of spoken words.

Physical Strength

Lifting: Raising or lowering an object 10-25 pounds.

Vision Requirements

Accommodation: Ability to adjust vision to bring objects into focus.

Color Vision: Ability to distinguish and identify different colors.

Near Acuity: Ability to see clearly at 20 inches or less.

Mental Demands

Mathematical Reasoning
Memorization
Oral Comprehension
Spatial Orientation
Written Comprehension

Working Conditions

Occasionally subjected to irregular hours
Subject to many interruptions

Minimum Education

Baccalaureate degree in Political Science, Management, Business Administration or a related field.

Minimum Experience

Two years of professional or technical experience performing research projects or studies.