

**City of Valparaiso  
Db  
Valparaiso Broadband  
Communication Systems**



**465 Valparaiso Pkwy.  
Valparaiso, FL 32580  
850-729-5404  
850-678-4553 (fax)**

## VBCS Position Description

**Position Title:** CATV Customer Service Rep-Tech

**General Function:**

Skills involve customer support via telephone, “in office” customer support, work order scheduling, and billing system input and support.

**Reports to:** CATV General Manager and Commission

**Illustrative Tasks:**

Responsible for customer support via telephone.

Responsible for “in office” customer support.

Responsible for customer education and support with regards to the CATV system and its various offerings.

Responsible for scheduling work and producing work orders in support of CATV technicians.

Responsible as a liaison between the CATV department, including CATV technicians, and the CATV customer.

Responsible for billing system input and support.

Responsible for working with various CATV programming providers.

Responsible for working with City Clerk and City Hall staff in support of CATV operations.

Responsible for limited CATV technical support outside of office.

May perform other duties as assigned by the CATV General Manager and/or Commission.

**Requirements:**

Knowledge of Math, Electronics, Electrical, and basic Mechanical skills may be required.

Knowledge of Networking, High Speed Data, High Speed Data Services, and advanced Computer skills are preferred.

General computer software manipulation/knowledge is required.

Duties require moderate physical strength and coordination.

Customer support and excellent writing skills is required. This includes telephone skills, writing skills, and person-to-person skills is necessary to provide a friendly and professional relationship between the CATV system and its customers.

Knowledge of computer database manipulation is required.

A valid Florida Driver's License is required.

A home telephone is required for stand-by and emergency purpose.

Outside work, in various conditions, is required.

Employee must be able to follow oral and written instructions.