

Federal Communications Commission Washington, D.C. 20554  <p style="text-align: center;"><b>FCC 396-C</b></p>	OMB 3096-1073 September 2009  FOR FCC USE ONLY
<b>Multi-Channel Video Program Distributor EEO Program Annual Report</b>  Read INSTRUCTIONS Before Filing Out Form	FOR COMMISSION USE ONLY FILE NO

**SECTION I IDENTIFYING INFORMATION**

A. Name of Operator: CITY OF BURLINGTON D/B/A BURLINGTON TELECOM		
MSO Name: CITY OF BURLINGTON D/B/A BURLINGTON TELECOM		
B. Employment Unit's Mailing Address 200 CHURCH STREET SUITE 101		
City BURLINGTON	State VT	Zip Code 05401
FCC Registration Number:		
Emp. Unit ID # 921004		
Application Purpose <input checked="" type="radio"/> New Program Report <input type="radio"/> Amendment to Program Report		
<input checked="" type="checkbox"/> Supplemental Investigation Sheet (SIS) Attached		
C. County and State in which unit's employment office is located BURLINGTON, VT		
D. Category of Respondent (check applicable box)		
<input type="checkbox"/> Fewer than six (6) full-time employees during the selected payroll period; Complete Sections I, II and V		
<input checked="" type="checkbox"/> Six (6) or more full-time employees during the selected payroll period; Complete ALL sections of the Form 396-C and the Supplemental Investigation Sheet, if attached		
E. Pay Period Covered by this Report (inclusive dates) 9/1/09 - 8/31/10		
F. Attachments: (See "Exhibit" buttons, below.)		

**SECTION II COMMUNITY INFORMATION**

System Communities Comprising Local Employment Unit			
Ident No.	Name of Community	Location (State)	Type
Review the list of communities served on the previous year's submission and attach as Exhibit A any additions [Exhibit 1] or deletions, using the format noted above. NOTE: APPLICABLE ONLY TO CABLE OPERATORS AND NOT TO OTHER MVPD UNITS			

**SECTION III EEO POLICY AND PROGRAM REQUIREMENTS**

Check YES or NO to each of the following questions. If answer to any question below is NO, attach as Exhibit B an explanation. [Exhibit 2]

<input checked="" type="checkbox"/> Have you complied with the outreach provisions of the FCC's MPVD Equal Employment Opportunity Rule, 47	<input checked="" type="radio"/> Yes <input type="radio"/> No
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2.	Do you disseminate widely your EEO Program to job applicants, employees, and those with whom you regularly do business?	<input checked="" type="radio"/> Yes <input type="radio"/> No
3.	Do you contact organizations, media, educational institutions, and other potential sources of applicants for referrals whenever job vacancies are available in your organization?	<input checked="" type="radio"/> Yes <input type="radio"/> No
4.	Do you undertake to offer promotions to positions of greater responsibility in a nondiscriminatory manner?	<input checked="" type="radio"/> Yes <input type="radio"/> No
5.	To the extent possible, do you seek out entrepreneurs in a nondiscriminatory manner and encourage them to conduct business with all parts of your organization?	<input checked="" type="radio"/> Yes <input type="radio"/> No
6.	Do you analyze the results of your efforts to recruit, hire, promote, and use services in a nondiscriminatory manner and use these results to evaluate and improve your EEO program?	<input checked="" type="radio"/> Yes <input type="radio"/> No
7.	Do you define the responsibility of each level of management to ensure a positive application and vigorous enforcement of your policy of equal employment opportunity and maintain a procedure to review and control managerial and supervisory performance?	<input checked="" type="radio"/> Yes <input type="radio"/> No
8.	Do you conduct a continuing program to exclude every form of prejudice or discrimination based upon race, color, religion, national origin, age, or sex from your personnel policies and practices and working conditions?	<input checked="" type="radio"/> Yes <input type="radio"/> No
9.	Do you conduct a continuing review of job structure and employment practices and maintain positive recruitment training, job design, and other measures needed to ensure genuine equality of opportunity to participate fully in all organizational units, occupations, and levels of responsibility?	<input checked="" type="radio"/> Yes <input type="radio"/> No

**SECTION IV ADDITIONAL INFORMATION**

You may provide as Exhibit C any additional information that you believe might be useful in evaluating your efforts to comply with the Commission's EEO provisions. There is no requirement to provide additional data or information.  
[Exhibit 3]

**SECTION V CERTIFICATION**

- This report must be certified as follows:
- A. By the individual owning the reporting system if individually owned;
  - B. By a partner, if a partnership; or
  - C. By an officer, if a corporation or association.

I certify that to the best of my knowledge, information and belief, all statements contained in this report are true and correct.

Signed	Title DIVISION MANAGER OF GOVERNMENT & REGULATORY AFFAIRS
Date 7/28/2010	Name of Respondent AMBER THIBEAULT
Telephone No. (include area code) 8028465031	

WILLFUL FALSE STATEMENTS ON THIS FORM ARE PUNISHABLE BY FINE AND/OR IMPRISONMENT (U.S. CODE, TITLE 18, SECTION 1001), AND/OR REVOCATION OF ANY STATE LICENSE OR CONSTRUCTION PERMIT (U.S. CODE, TITLE 47, SECTION 312(e)(1)), AND/OR FORFEITURE (U.S. CODE, TITLE 47, SECTION 503)

**FORM FCC 396-C - SUPPLEMENTAL INVESTIGATION SHEET**

**Part I Employee Job Descriptions**

Give brief job descriptions for employees in the job categories specified below. The number specified in the box indicates the number of different job descriptions that are to be submitted for each category. Job descriptions should include the position title and a brief description of the major duties and responsibilities of the individual(s) in the position.

1. Officials and Managers		[Exhibit 4]
2. Professionals		[Exhibit 5]
3. Technicians		[Exhibit 6]
4. Sales Workers	3	[Exhibit 7]
5. Office and Clerical		[Exhibit 8]
6. Craft Workers (skilled)		[Exhibit 9]
7. Operatives (semi skilled)		[Exhibit 10]
8. Laborers (unskilled)		[Exhibit 11]
9. Service Workers		[Exhibit 12]

**Part II Inquiries Concerning EEO Program and Practices**

Submit responses to the inquiries indicated by a "check" Responses should be brief, but must provide sufficient information to describe the employment unit's activity and efforts in the area of inquiry.

- 1.  Describe the employment unit's efforts to comply with the outreach provisions of 47 C.F.R. Section 76.75(b). [Exhibit 13]
- 2.  Describe the employment unit's efforts to disseminate widely its equal employment opportunity program to job applicants, employees, and those with whom it regularly does business. [Exhibit 14]
- 3.  Name the minority organizations, organizations for women, media, educational institutions, and other recruitment sources used to attract minority and female applicants whenever job vacancies become available. [Exhibit 15]
- 4.  Explain the employment unit's efforts to promote in a nondiscriminatory manner to positions of greater responsibility. [Exhibit 16]
- 5.  Describe the employment unit's efforts to encourage entrepreneurs to conduct business in a nondiscriminatory manner with all parts of its operation and provide an analysis of the results of those efforts. [Exhibit 17]
- 6.  Report the findings of the employment unit's analysis of its efforts to recruit, hire and promote in a nondiscriminatory manner and explain any difficulties encountered in implementing its EEO program. [Exhibit 18]
- 7.  Describe the responsibility of each level of the employment unit's management with respect to application and enforcement of its EEO policy and explain the procedure for review and control of managerial and supervisory performance. [Exhibit 19]
- 8.  Describe the manner in which the employment unit conducts its continuing review of job structure and employment practices [Exhibit 20]
- 9.  Other Inquiries: [Exhibit 21]

**Part III EEO Public File Report**

Attach a copy of the EEO public file report from the previous year. Cable entities are required to place annually such information as is required by 47 C.F.R. Section 76.1702 in their public files. [Exhibit 22]

EMP UNIT ID: 921004	MSO NAME: CITY OF BURLINGTON D/B/A BURLINGTON TELFCOM
	OPR NAME: CITY OF BURLINGTON D/B/A BURLINGTON TELECOM

Approved by OMB  
3000-1033

**Exhibits**

**Exhibit 1**  
**Description: COMMUNITIES**

BURLINGTON, VERMONT

Attachment 1

**Exhibit 7**

Description: SALES POSITIONS

**Attachment 7**

Description
Job Descriptions

**Exhibit 16**

Description: QUESTION NO. 4

IT IS THE POLICY OF THE CITY TO ENSURE THAT ALL EMPLOYEES AND CANDIDATES FOR EMPLOYMENT ARE CONSIDERED FOR ALL POSITIONS ON THE BASIS OF THEIR QUALIFICATIONS AND ABILITIES, WITHOUT REGARD TO POLITICAL OR RELIGIOUS AFFILIATION, RACE, COLOR, NATIONAL ORIGIN, AGE, SEX, SEXUAL ORIENTATION, GENDER IDENTITY (AS DEFINED BY VERMONT STATE LAW), MARITAL STATUS, VETERAN STATUS, PRESENCE OF PHYSICAL OR MENTAL IMPAIRMENT OR ANY OTHER NON-MERIT FACTOR.

THE CITY IS COMMITTED TO HIRING AND PROMOTING THE MOST QUALIFIED CANDIDATES, TO REMOVING BARRIERS THAT COULD PREVENT THE REALIZATION OF EACH EMPLOYEE'S FULL POTENTIAL, AND TO ACHIEVING AND MAINTAINING A WORKFORCE THAT IS REPRESENTATIVE OF AND SENSITIVE TO THE DIVERSITY OF OUR COMMUNITY

**Attachment 16**

**Exhibit 19**

Description: QUESTION NO. 7

TO ENSURE EQUAL EMPLOYMENT OPPORTUNITY AND TO ACHIEVE DIVERSITY, DEPARTMENT HEADS WITHIN THE CITY OF BURLINGTON WILL, IN CONJUNCTION WITH THE CITY'S HUMAN RESOURCES DEPARTMENT'S DEVELOP THEIR DEPARTMENTS PLANS TO ACHIEVE EQUAL EMPLOYMENT OPPORTUNITY, EXPAND OUTREACH THROUGH CONTACTS WITH COMMUNITY ORGANIZATION AND RECRUITMENT SOURCES, AND PERIODICALLY EVALUATE THEIR DEPARTMENTS RECRUITMENT AND EMPLOYEE RETENTION EFFORTS, MAKING PROGRAM CHANGES WHERE DESIRABLE OR NECESSARY.

**Attachment 19**

**Exhibit 20**

Description: QUESTION NO. 8

THE CITY RECOGNIZES THAT EQUALITY OF OPPORTUNITY MUST EXTEND BEYOND THE RECRUITMENT AND HIRING TO INCLUDE EMPLOYEE RETENTION, JOB ASSIGNMENTS, PROMOTIONS, TRAINING AND WORKING CONDITIONS. DIVERSITY IS THE FOCUS OF AN ONGOING PROCESS WHEREBY THE CITY ENDEAVORS TO PROVIDE EQUAL OPPORTUNITY, EQUAL REPRESENTATION AND EXCELLENT SERVICES FOR ALL ITS CITIZENS

**Attachment 20**

**Attachment 22**

Description
2009 Form 396-C Filing

## City of Burlington Job Description

**Position Title:** Senior Account Manager

**Department:** Burlington Telecom

**Reports to:** Division Manager of Sales, Marketing and Customer Service

**Pay Grade:** NC with incentive earnings\*      **Job Code:** 1115

**Exempt/Non-Exempt:** Exempt      **Union:** Non-Union

**General Purpose:** This position is responsible for generating commercial revenue through defined sales activities. In addition, this position is required to achieve monthly revenue sales quotas.

**Essential Job Functions:** (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

- Responsible for coordinating new weekly and monthly prospective customer contact lists with the Division Manager of Sales, Marketing & Customer Service.
- Initiates new contacts through cold calls and face to face appointments.
- Responsible for meeting defined sales quotas as defined by Division Manager of Sales, Marketing and Customer Service.
- Develops and presents customer proposals on an on-going basis..
- Prepares and submits signed new customer sales orders weekly.
- Assists in the development of overall sales strategies and plan.
- Completes and submits weekly sales activity reports.
- Participates in sales team meeting as required by management.
- Participates in community and after-hours business events
- Actively interacts with peers to ensure that effective communication occurs daily.
- Report competitive market strategies and recommend courses of action to the Division Manager of Sales, Marketing & Customer Service. .

**Non-Essential Job Functions:**

- Performs other duties as required.

**Qualifications/Basic Job Requirements:**

- Bachelor's degree in relevant field with two year professional sales experience, or Associate's Degree in relevant field and four years professional sales experience, or High School diploma or equivalent and six years professional sales experience.
- Experience in the telecommunications industry is preferred.
- Demonstrated sales and negotiation skills.
- Ability to complete appropriate paperwork and project documents in an accurate and timely manner.
- Must be highly motivated and goal-oriented and perform well with defined expectations.
- Ability to establish and meet specific set goals and objectives contained within the developed sales plan including a minimum number of weekly cold call/new contacts, weekly appointments, weekly proposals, and new sales orders.
- Ability to communicate clearly both orally and in writing.
- Ability to act independently.
- Strong analytical skills required.
- Ability to obtain and maintain a valid drivers license required.
- Ability to work nights, weekends and holidays if required.
- Execution prior to the start of work of all required agreements including, without limitation, any Compensation Plan, non solicitation and nondisclosure agreements.
- Proven ability to display excellent interpersonal skills.
- Ability to maintain confidential information.
- Ability to attend evening meetings, as well as to travel to conferences, workshops or other professional meetings.

#### Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

<input checked="" type="checkbox"/> seeing	<input type="checkbox"/> ability to move distances	<input checked="" type="checkbox"/> lifting (specify)
<input checked="" type="checkbox"/> color perception (red, green, amber)	<input type="checkbox"/> within and between warehouses/offices	<input type="checkbox"/> 20 pounds
<input checked="" type="checkbox"/> hearing/listening	<input type="checkbox"/> climbing	<input checked="" type="checkbox"/> carrying (specify)
<input checked="" type="checkbox"/> clear speech	<input type="checkbox"/> ability to mount and dismount forklift/truck	<input type="checkbox"/> 20 pounds
<input checked="" type="checkbox"/> touching	<input type="checkbox"/> pushing/pulling	<input checked="" type="checkbox"/> driving (local/over the road)
<input checked="" type="checkbox"/> dexterity		
<input checked="" type="checkbox"/> hand		
<input checked="" type="checkbox"/> finger		
<input type="checkbox"/> reading - basic	<input type="checkbox"/> math skills - basic	<input checked="" type="checkbox"/> analysis/comprehension
<input checked="" type="checkbox"/> reading - complex	<input checked="" type="checkbox"/> math skills - complex	<input checked="" type="checkbox"/> judgment/decision making
<input type="checkbox"/> writing - basic	<input checked="" type="checkbox"/> clerical	
<input checked="" type="checkbox"/> writing - complex		
<input type="checkbox"/> shift work	<input type="checkbox"/> outside	<input type="checkbox"/> pressurized equipment
<input checked="" type="checkbox"/> works alone	<input type="checkbox"/> extreme heat	<input type="checkbox"/> moving objects
<input checked="" type="checkbox"/> works with others	<input type="checkbox"/> extreme cold	<input type="checkbox"/> high places
<input checked="" type="checkbox"/> verbal contact w/others	<input type="checkbox"/> noise	<input type="checkbox"/> fumes/odors

face-to-face contact

mechanical equipment

hazardous materials

inside

electrical equipment

dirt/dust

**Supervision:**

Directly Supervises: 0

Indirectly Supervises: 0

**\*Compensation Plan & Incentive Earnings:**

This position will be assigned a salary band and placed on the Burlington Telecom salary table. In addition, this position will be eligible to earn incentive payments as described in the Burlington Telecom Compensation Plan. Performance measures shall be outlined by the Division Manager of Sales, Marketing & Customer Service. Failure to meet the performance measures as outlined by the Division Manager of Sales, Marketing & Customer Service within the required time frames will be just cause for immediate dismissal and no progressive discipline procedures will be applicable notwithstanding the City Personnel Policy. Burlington Telecom reserves the right to amend this Compensation Plan as it relates to this position with notice as described in the Compensation Plan.

**Disclaimer:**

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

**Approvals:**

Department Head: \_\_\_\_\_

Date: \_\_\_\_\_

Human Resources: \_\_\_\_\_

Date: \_\_\_\_\_

(Created 09/06; updated regular status 11/06)

(draft revision 12/07; final 01/25/08; Revised Jun 2010)

## City of Burlington Job Description

**Position Title:** Account Executive

**Department:** Burlington Telecom

**Reports to:** Division Manager of Sales, Marketing & Customer Service

**Pay Grade:** NC with incentive earnings\*

**Job Code:** 1115

**Exempt/Non-Exempt:** Exempt

**Union:** Non-Union

**General Purpose:** This position is responsible for generating commercial customer revenue through defined sales activities. In addition, this position is required to achieve monthly revenue sales quotas.

**Essential Job Functions:** (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

- Responsible for coordinating new weekly and monthly prospective customer contact lists with the Division Manager of Sales, Marketing & Customer Service.
- Responsible for meeting defined sales quotas as defined by Division Manager of Sales, Marketing and Customer Service.
- Initiates new contacts through cold calls and face to face appointments.
- Develops and presents customer proposals on an ongoing basis.
- Prepares and submits signed new customer sales orders weekly.
- Assists in the development of overall sales strategies and plan.
- Completes and submits weekly sales activity reports.
- Participates in sales team meeting as required by management.
- Participates in community and after hours business events.
- Actively interacts with peers to ensure that effective communication occurs daily.
- Report competitive market strategies and recommend courses of action to Division Manager of Sales, Marketing & Customer Service.

**Non-Essential Job Functions:**

- Performs other duties as required.

**Qualifications/Basic Job Requirements:**

- Associate's Degree in relevant field and two years professional sales experience, or High School diploma or equivalent and four years professional sales experience.

- Experience in the telecommunications industry is preferred.
- Demonstrated sales and negotiation skills.
- Ability to complete appropriate paperwork and project documents in an accurate and timely manner.
- Must be highly motivated and goal-oriented and perform well with defined expectations.
- Ability to establish and meet specific set goals and objectives contained within the developed sales plan including a minimum number of weekly cold call/new contacts, weekly appointments, weekly proposals, and new sales orders.
- Ability to communicate clearly both orally and in writing.
- Ability to act independently.
- Strong analytical skills required.
- Ability to obtain and maintain a valid drivers license required.
- Ability to work nights, weekends and holidays if required.
- Execution prior to the start of work of all required agreements including, without limitation, any Compensation Plan, non solicitation and nondisclosure agreements.
- Proven ability to display excellent interpersonal skills.
- Ability to maintain confidential information.
- Ability to attend evening meetings, as well as to travel to conferences, workshops or other professional meetings.

#### Physical & Mental/Reasoning Requirements; Work Environment:

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

<input checked="" type="checkbox"/> seeing	<input type="checkbox"/> ability to move distances	<input checked="" type="checkbox"/> lifting (specify)
<input checked="" type="checkbox"/> color perception (red, green, amber)	<input type="checkbox"/> within and between warehouses/offices	<input type="checkbox"/> 20 pounds
<input checked="" type="checkbox"/> hearing/listening	<input type="checkbox"/> climbing	<input checked="" type="checkbox"/> carrying (specify)
<input checked="" type="checkbox"/> clear speech	<input type="checkbox"/> ability to mount and dismount forklift/truck	<input type="checkbox"/> 20 pounds
<input checked="" type="checkbox"/> touching	<input type="checkbox"/> pushing/pulling	<input checked="" type="checkbox"/> driving (local/over the road)
<input type="checkbox"/> dexterity		
<input type="checkbox"/> hand		
<input type="checkbox"/> finger		
<input type="checkbox"/> reading - basic	<input type="checkbox"/> math skills - basic	<input checked="" type="checkbox"/> analysis/comprehension
<input checked="" type="checkbox"/> reading - complex	<input checked="" type="checkbox"/> math skills - complex	<input checked="" type="checkbox"/> judgment/decision making
<input type="checkbox"/> writing - basic	<input checked="" type="checkbox"/> clerical	
<input checked="" type="checkbox"/> writing - complex		
<input type="checkbox"/> shift work	<input type="checkbox"/> outside	<input type="checkbox"/> pressurized equipment
<input checked="" type="checkbox"/> works alone	<input type="checkbox"/> extreme heat	<input type="checkbox"/> moving objects
<input checked="" type="checkbox"/> works with others	<input type="checkbox"/> extreme cold	<input type="checkbox"/> high places
<input checked="" type="checkbox"/> verbal contact w/others	<input type="checkbox"/> noise	<input type="checkbox"/> fumes/odors
<input checked="" type="checkbox"/> face-to-face contact	<input type="checkbox"/> mechanical equipment	<input type="checkbox"/> hazardous materials
<input checked="" type="checkbox"/> inside	<input type="checkbox"/> electrical equipment	<input type="checkbox"/> dirt/dust

**Supervision:**

Directly Supervises: 0

Indirectly Supervises: 0

**\*Compensation Plan & Incentive Earnings:**

This position will be assigned a salary band and placed on the Burlington Telecom salary table. In addition, this position will be eligible to earn incentive payments as described in the Burlington Telecom Compensation Plan. Performance measures shall be outlined by the Division Manager of Sales, Marketing & Customer Service. Failure to meet the performance measures as outlined by the Division Manager of Sales, Marketing & Customer Service within the required time frames will be just cause for immediate dismissal and no progressive discipline procedures will be applicable notwithstanding the City Personnel Policy. Burlington Telecom reserves the right to amend this Compensation Plan as it relates to this position with notice as described in the Compensation Plan.

**Disclaimer:**

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

**Approvals:**

Department Head: \_\_\_\_\_ Date: \_\_\_\_\_

Human Resources: \_\_\_\_\_ Date: \_\_\_\_\_

(Created 09/06; updated regular status 11/06)

(draft revision 12/07; final 01/25/08; revised Jun 2010)

## City of Burlington Job Description

**Position Title:** Division Manager of Sales, Marketing & Customer Service

**Department:** Burlington Telecom

**Reports to:** General Manager

**Pay Grade:** NC

**Job Code:**

**Exempt/Non-Exempt:** Exempt

**Union:** Non-Union

**General Purpose:** As part of Burlington Telecom's senior management team, this position is responsible for the management and operation of the sales, marketing and customer service staff in support of Burlington Telecom's operational goals for sales, marketing, and customer service. In the absence of the General Manager, this position may have the full authority to act on behalf of the G.M. with the prior approval of the CAO.

**Essential Job Functions:** (This section outlines the fundamental job functions that must be performed in this position. The "Qualifications/Basic Job Requirements" and the "Physical and Mental/Reasoning Requirements and Work Environment" state the underlying requirements that an employee must meet in order to perform these essential functions. In accordance with the Americans with Disabilities Act, reasonable accommodations may be made to qualified individuals with disabilities to perform the essential functions of the position.)

- Develop overall marketing strategy for all BT services.
- Directs the creation of marketing materials and procedures appropriate to each service and market segment.
- Oversees the development, training, motivation and management of the customer service department.
- Develop, train, motivate and manage the marketing and sales team..
- Develop, implement and maintain residential and commercial sales and marketing performance reporting system.
- Oversees the development of the work procedures, work schedules, and workflow for the customer service department.
- Develops work procedures, work schedules, coordinates and expedites workflow for the marketing and sales team.
- Responsible for creative and informational content on BT's website that reinforces and supports BT's brand.
- Oversees the design, planning and implementation of customer call flow systems specifically service/work order entry systems and customer records management systems to ensure most effective use and operation in the commercial sales department.
- Oversees the preparation of documentation and communicates customer service request findings, and makes recommendations to management on appropriate action/solutions.
- Prepare documentation and communicates customer service request findings as related to the marketing and sales team, and makes recommendations to management on

- appropriate action/solutions.
- Coordinates the development of marketing, customer service and sales operating budgets.
- Provides marketing and sales analysis for strategic opportunities outside of the City of Burlington.
- Works with other senior management to develop short and long term competitive strategies.
- Manages the implementation and operation of information and functional systems for the customer service, marketing and sales departments.
- Reinforce and adjust the goals and objectives of the commercial sales staff as set forth in the Compensation Plan.
- Responsible for selecting, hiring, and conducting performance reviews of the marketing and sales employees.
- Oversees the selection, hiring and performance reviews of customer service staff.
- Recommend actions for revenue growth that are consistent with the organizational strategies. .
- Participates, coordinates, encourages and mentors BT employees in community activities and to participate on local boards, commissions and organizations.
- Supports top management with analysis of market and industry trends to permit continuous evaluation of business plan strategy and execution.
- Responsible for meeting sales goals.
- Responsible for the retention of BT's residential and commercial customer base.
- Actively interacts with peers to ensure that effective communication occurs daily.
- Actively monitors a variety of competitive market pressures, and reports/recommends courses of action to General Manager.

**Non-Essential Job Functions:**

- Performs other tasks as may be assigned.

**Qualifications/Basic Job Requirements:**

- Bachelor's degree in management or marketing/sales.
- Minimum of 10 years experience working in relevant position(s) with experience working in a customer service and/or marketing/sales roll within a telecommunications company or equivalent advanced degree(s).
- Demonstrated supervisory experience.
- Prior experience with customer account management.
- Ability to communicate clearly, orally and in writing required.
- Strong analytical skills required.
- Proven ability to display excellent interpersonal skills including effective communications and the ability to coach and supervise subordinates.
- Ability to work nights, weekends and holidays if required.
- Ability to obtain and maintain a valid driver's license required.
- Ability to maintain confidential information.

- Ability to attend evening meetings, as well as to travel to conferences, workshops or other professional meetings.
- Thorough knowledge of telephone, internet and cable television industry.

**Physical & Mental/Reasoning Requirements; Work Environment:**

These are the physical and mental/reasoning requirements of the position as it is typically performed. Inability to meet one or more of these physical or mental/reasoning requirements will not automatically disqualify a candidate or employee from the position.

<input checked="" type="checkbox"/> seeing	<input type="checkbox"/> ability to move distances	<input checked="" type="checkbox"/> lifting (specify)
<input checked="" type="checkbox"/> color perception (red, green, amber)	<input type="checkbox"/> within and between warehouses/offices	<input type="checkbox"/> 20 pounds
<input checked="" type="checkbox"/> hearing/listening	<input type="checkbox"/> climbing	<input checked="" type="checkbox"/> carrying (specify)
<input checked="" type="checkbox"/> clear speech	<input type="checkbox"/> ability to mount and dismount forklift/truck	<input type="checkbox"/> 20 pounds
<input checked="" type="checkbox"/> touching	<input type="checkbox"/> pushing/pulling	<input checked="" type="checkbox"/> driving (local/over the road)
<input checked="" type="checkbox"/> dexterity		
<input checked="" type="checkbox"/> hand		
<input checked="" type="checkbox"/> finger		
<input type="checkbox"/> reading - basic	<input type="checkbox"/> math skills - basic	<input checked="" type="checkbox"/> analysis/comprehension
<input checked="" type="checkbox"/> reading - complex	<input checked="" type="checkbox"/> math skills - complex	<input checked="" type="checkbox"/> judgment/decision making
<input type="checkbox"/> writing - basic	<input type="checkbox"/> clerical	
<input checked="" type="checkbox"/> writing - complex		
<input type="checkbox"/> shift work	<input type="checkbox"/> outside	<input type="checkbox"/> pressurized equipment
<input checked="" type="checkbox"/> works alone	<input type="checkbox"/> extreme heat	<input type="checkbox"/> moving objects
<input checked="" type="checkbox"/> works with others	<input type="checkbox"/> extreme cold	<input type="checkbox"/> high places
<input checked="" type="checkbox"/> verbal contact w/others	<input type="checkbox"/> noise	<input type="checkbox"/> fumes/odors
<input checked="" type="checkbox"/> face-to-face contact	<input type="checkbox"/> mechanical equipment	<input type="checkbox"/> hazardous materials
<input checked="" type="checkbox"/> inside	<input type="checkbox"/> electrical equipment	<input type="checkbox"/> dirt/dust

**Supervision:**

Directly Supervises: 6

Indirectly Supervises: 4

**Disclaimer:**

The above statements are intended to describe the general nature and level of work being performed by employees to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and/or skills required of all personnel so classified.

**Approvals:**

Department Head: \_\_\_\_\_ Date: \_\_\_\_\_

Human Resources: \_\_\_\_\_ Date: \_\_\_\_\_

(Created July 2009; Revised June 2010)

**City of Burlington d/b/a Burlington Telecom**  
**2010 FCC Public File EEO Information**  
**Reporting Period: 9/1/09 - 8/31/10**  
**Unit No. 921004**

Job Title	Postings	# of interviews	# of hires
Help Desk Technician	Seven Days Newspaper City of Burlington Human Resources Site Career Builder Website	6	2
Customer Service Representatives	Seven Days Newspaper City of Burlington Human Resources Site Career Builder Website	12	2
<b>City of Burlington d/b/a Burlington Telecom</b> <b>2010 FCC General Recruitment Data</b> <b>Unit No. 921004</b>			

Event	Date
Job postings to higher educational	When Applicable
Career forum at Colchester HS	5/1/2010

Federal Communications Commission Washington, D.C. 20554  <b>FCC 396-C</b>	OMB 3060-1053 September 2009	FOR FCC USE ONLY
<b>Multi-Channel Video Program Distributor (MCVD) Program Annual Report</b>		FOR COMMISSION USE ONLY FILE NO.
Read INSTRUCTIONS Before Filing Out Form		

**SECTION I IDENTIFYING INFORMATION**

A. Name of Operator:  
 CITY OF BURLINGTON D/B/A BURLINGTON TELECOM

MSO Name:  
 CITY OF BURLINGTON D/B/A BURLINGTON TELECOM

B. Employment Unit's Mailing Address:  
 200 CHURCH STREET  
 SUITE 101

City BURLINGTON	State VT	Zip Code 05401-
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Emp. Unit ID # 921004

Application Purpose  
 New Program Report  
 Amendment to Program Report

Supplemental Investigation Sheet (SIS) Attached

C. County and State in which unit's employment office is located  
 BURLINGTON, VT

D. Category of Respondent (check applicable box)

Fewer than six (6) full-time employees during the selected payroll period: Complete Sections I, II and V

Six (6) or more full-time employees during the selected payroll period: Complete ALL sections of the Form 396-C and the Supplemental Investigation Sheet, if attached

E. Pay Period Covered by this Report (inclusive dates) 9/1/08 - 8/30/09

F. Attachments: (See "Exhibit" buttons, below.)

**SECTION II COMMUNITY INFORMATION**

System Communities Comprising Local Employment Unit			
Ident No.	Name of Community	Location (State)	Type
Review the list of communities served on the previous year's submission and attach as Exhibit A any additions (Exhibit 1) or deletions, using the format noted above. NOTE: APPLICABLE ONLY TO CABLE OPERATORS AND NOT TO OTHER MVPD UNITS.			

**SECTION III EEO POLICY AND PROGRAM REQUIREMENTS**

Check YES or NO to each of the following questions. If answer to any question below is NO, attach as Exhibit B an explanation. (Exhibit 2)

1. Have you complied with the outreach provisions of the FCC's MVPD Equal Employment Opportunity Rule, 47 C.F.R. Section 76.75(b), during the twelve month period prior to filing this form?	<input checked="" type="radio"/> Yes <input type="radio"/> No
2. Do you disseminate widely your EEO Program to job applicants, employees, and those with whom you regularly do business?	<input checked="" type="radio"/> Yes <input type="radio"/> No

3. Do you contact organizations, media, educational institutions, and other potential sources of applicants for referrals whenever job vacancies are available in your organization?	<input checked="" type="radio"/> Yes <input type="radio"/> No
4. Do you undertake to offer promotions to positions of greater responsibility in a nondiscriminatory manner?	<input checked="" type="radio"/> Yes <input type="radio"/> No
5. To the extent possible, do you seek out entrepreneurs in a nondiscriminatory manner and encourage them to conduct business with all parts of your organization?	<input checked="" type="radio"/> Yes <input type="radio"/> No
6. Do you analyze the results of your efforts to recruit, hire, promote, and use services in a nondiscriminatory manner and use these results to evaluate and improve your EEO program?	<input checked="" type="radio"/> Yes <input type="radio"/> No
7. Do you define the responsibility of each level of management to ensure a positive application and vigorous enforcement of your policy of equal employment opportunity and maintain a procedure to review and control managerial and supervisory performance?	<input checked="" type="radio"/> Yes <input type="radio"/> No
8. Do you conduct a continuing program to exclude every form of prejudice or discrimination based upon race, color, religion, national origin, age, or sex from your personnel policies and practices and working conditions?	<input checked="" type="radio"/> Yes <input type="radio"/> No
9. Do you conduct a continuing review of job structure and employment practices and maintain positive recruitment training, job design, and other measures needed to ensure genuine equality of opportunity to participate fully in all organizational units, occupations, and levels of responsibility?	<input checked="" type="radio"/> Yes <input type="radio"/> No

**SECTION IV ADDITIONAL INFORMATION**

You may provide as Exhibit C any additional information that you believe might be useful in evaluating your efforts to comply with the Commission's EEO provisions. There is no requirement to provide additional data or information.  
[Exhibit 3]

**SECTION V CERTIFICATION**

This report must be certified as follows:

- A. By the individual owning the reporting system if individually owned,
- B. By a partner, if a partnership; or
- C. By an officer, if a corporation or association.

I certify that to the best of my knowledge, information and belief, all statements contained in this report are true and correct.

Signed	Title CONTRACT SPECIALIST
Date 9/11/2009	Name of Respondent AMDER THIBEAULT
Telephone No. (include area code) 802-846-5031	

WILLFUL FALSE STATEMENTS ON THIS FORM ARE PUNISHABLE BY FINE AND/OR IMPRISONMENT (U.S. CODE, TITLE 28, SECTION 1001), AND/OR REVOCATION OF ANY STATION LICENSE OR CONSTRUCTION PERMIT (U.S. CODE, TITLE 47, SECTION 312(a)(1)), AND/OR FORFEITURE (U.S. CODE, TITLE 47, SECTION 503).

**Exhibits**

Exhibit 1  
Description: COMMUNITIES

BURLINGTON, VT

**Attachment 1**

Description
Exhibit 1

