

CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

CLASSIFICATION

TITLE: Communications Regulatory Manager

CLASS CODE: 1813

GENERAL DESCRIPTION OF DUTIES:

Incumbents in this classification direct the regulation of city cable television franchises, and oversee the resolution of subscriber complaints.

DISTINGUISHING CHARACTERISTICS:

This is an advanced-level managerial classification in the Cable Communications and Telecommunications Series-Cable Administrative and Management Group. Incumbents within this classification perform complex duties with a variety of related tasks. The distinguishing characteristics of this classification within the series include responsibility for the performance of complex technical planning and regulation functions relating to cable and telecom providers. Employees in this class supervise subordinate Communications Division staff.

Incumbents work under general direction. They are generally in charge of an organizational unit, plan and carry out assignments with considerable independence, and have some latitude in developing procedures and methods. Supervision is given by occasional conferences.

This class contains positions whose incumbents are delegated on a regular and recurring basis full authority to integrate and coordinate a group of dissimilar functions, all contributing to a common objective. Positions in these classes are held accountable for the work performance of subordinate supervisors, lead workers and other staff. This level of work interprets and explains individual and collective objectives set by senior management from overall goals to subordinate staff.

EXAMPLES OF WORK (Illustrative Only):

(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)

Plans, organizes, coordinates and controls the work unit's operations/programs to establish operational priorities, coordinate these operations with other functions within the agency, and ensure program objectives and standards are established, attained and congruent with overall goals.

Determines and requests/submits staff, material and equipment needs for operations and programs managed.

Contributes to the formulation and justification of budgetary requests for the agency as a whole.

Determines performance evaluation standards and procedures to provide information to subordinate staff on individual work performance expectations to ensure complete and objective appraisal of subordinates' performance.

Develops and directs the implementation of operational plans pertinent to managed operations/programs to ensure the establishment of appropriate goals and the development of action steps to achieve these goals.

Develops and recommends new and revised statutes, rules, policies, and procedures to respond to changes in operational/program needs, objectives, and priorities and to improve the effectiveness of managed operations/programs.

Enforces city ordinances relating to cable television franchises.

Monitors performance and verifies compliance of cable providers.

Drafts non-compliance and violation notices.

Negotiates corrective actions.

Maintains complete files on all providers.

Supervises cable subscriber complaint resolution.

Designs intake system for receiving complaints.

Reviews and approves resolutions.

Identify patterns of complaints and problems with providers to address larger issues.

Evaluates and negotiates resolutions to specific complaints.

Regulates cable television rates.

Evaluates correctness of proposed rates.

Establishes appropriate rates.

Drafts legal documents related to FCC rulings.

Researches applicable laws.

Coordinates with other Local Franchise Authorities to verify appropriate approaches and coordinate efforts before the FCC.

Regulates telecom providers.

Researches and drafts local ordinances and other legal documents and contracts.

Devises regulatory and billing procedures for enforcement of ordinances.

Supervises field audits.

Creates appropriate documentation.

Maintains a comprehensive filing system.

Assists in the planning and development of public policy.

Directs renewal and transfer of cable franchises.

Assists with the preparation of annual budget.

Assists Information Technology Group with strategies for developing city computer network.

KNOWLEDGE, SKILLS AND ABILITIES:

Data Utilization:

Requires the ability to perform mid to upper-level data analysis including the ability to coordinate, strategize, systematize and correlate, using discretion in determining time, place and/or sequence of operations within an organizational framework. Requires the ability to implement decisions based on such data, and overseeing the execution of these decisions.

Human Interaction:

Requires the ability to provide first line supervision. Ability to persuade, convince, and train others, such as regulatory staff, field inspectors, legal counsel, cable subscribers, and city officials. Ability to advise and provide interpretation regarding the application of policies, procedures and standards to specific situations.

Equipment, Machinery, Tools and Materials Use:

Requires the ability to operate, maneuver and/or provide simple but continuous adjustment on equipment, machinery and tools such as a computer or calculator, and/or materials used in performing essential functions.

Verbal Aptitude:

Requires the ability to utilize a variety of reference, descriptive and advisory data and information such as financial statements, rate orders, violation notices, staff reports, statutes, procedures, guidelines and non-routine correspondence.

Mathematical Aptitude:

Requires the ability to perform addition, subtraction, multiplication, and division; calculate decimals and percentages and to use descriptive statistics.

Functional Reasoning:

Requires the ability to apply principles of influence systems such as supervision, managing, leading, teaching, directing, planning, coordinating and controlling. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

Situational Reasoning:

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of an entire program or multiple programs.

Environmental Factors:

Tasks are regularly performed in safe and comfortable surroundings without exposure to adverse environmental conditions.

Physical Requirements:

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting and carrying of objects weighing five to ten pounds such as office supplies.

Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements:

Requires the ability to recognize and identify individual characteristics of colors, shapes, and sounds, associated with job-related objects, materials and tasks.

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