

N C Telecommunications Industry Association Human Resources/Training Committee Minutes

Meeting: Friday, February 18, 2005
Location: North Carolina School of Telecommunications, Sanford, NC

Committee Members Present:	Committee Members Absent:
Russell Green, Atlantic, Chair	Kim Garner, Randolph Telephone
Ralph Cooke, Yadkin Valley	Richard Garner, CTC
Phoebe McGavock, Star	David Hedrick, CTC
Preston Sellers, CCCC	Debbie Johnson, Wilkes
Angie Miller, Skyline TMC	Sara Puckett, Ellerbe
Daniel Talley, MebTel	Al Quarles, Sprint
Rex Walser, North State	Nina Scott, Verizon
Janet Gresham, NC School of Telecommunications	Dianne Sink, Lexcom
NCTIA President Steve Parrott	
Carole Woodward, Executive Director	

I. Chairman Russell Green called the meeting to order and welcomed everyone. Self-introductions were given.

II. Old Business:
October 8, 2004 Minutes were unanimously approved by motion from Phoebe McGavock, seconded by Rex Walser.

The Committee would like to compare job descriptions and agree on common duties for each description listed in the NCTIA Annual Wage Survey. Chairman Green will input the NTCA descriptions into the NCTIA Job Titles and share those with the Committee for the remaining titles to be filled in by each various company. Common themes will be identified and condensed to a brief description for each title. This will be useful in compiling this year's survey. Time will be set aside at the next meeting for condensing the job descriptions and agreeing on the duties of each.

Evaluations from the ten students in the January ECHO Customer Service Training were reviewed and discussed. The evaluations were very positive and participants felt the knowledge gained was valuable. Carole and Janet will check their schedules for the next class and explore regional classes provided permission is granted from the local community college.

III. Roundtable Discussion
Performance based salaries, drug testing, benefit packages were among items discussed.

IV. NCTIA Vision and 2005 Program of Work
NCTIA President Steve Parrott reviewed his Vision for NCTIA, NCTIA's Code of Ethics, 2005 Program of Work and Committee Structure. The HR Committee is critical to NCTIA in identifying emerging education needs.

IV. Tour of the North Carolina School of Telecommunications
Janet Gresham led a tour of the new facilities and reviewed current curriculum and special classes, as well as upcoming programs at the NCST.

V. Next Meeting/Adjourn
Our next meeting will be on Friday, May 6, 2005 at 10:00am at Lexcom Telephone in Lexington, NC. The meeting was adjourned.

Respectfully submitted,
Carole Woodward for



Dianne V Sink
Secretary – NCTIA, Human Resources Committee