



## **N C Telecommunications Industry Association**

### **Human Resources/Training Committee Minutes**

Meeting: Friday, April 30, 2004  
Location: Hosted by Randolph Telephone, Asheboro, NC

#### **Committee Members Present:**

Russell Green, Atlantic TMC, Chair  
Dianne Sink, Lexcom  
Sandra Vaughn, Lexcom  
Daniel Talley, Mebtel  
Rex Walser, North State  
Carole Woodward, Executive Director

Dan Bennett, Ellerbe, Board Liaison  
Angie Miller, Skyline TMC  
Richard Garner, CT Communications  
Kim Garner, Randolph TMC  
Al Quarles, Sprint

#### **Committee Members Absent:**

Ralph Cooke, Yadkin Valley TMC  
John McElwrath, US LEC  
Brad Miller, Citizens Coop  
Bonnie Rimmer, Verizon South  
Nina Scott, Verizon South  
Preston Sellers, CCCC

David Hedrick, CT Communications  
Phoebe McGavock, Star TMC  
Sara Puckett, Ellerbe  
Debbie Johnson, Wilkes TMC  
Eddie Ritenour, Wilkes, Board Liaison

#### **I. Welcome & Introductions**

Committee Chair, Russell Green called the meeting to order and welcomed everyone. Appreciation was expressed to Kim Garner, Randolph Telephone, for hosting the meeting.

#### **II. Program – NC School of Telecommunications**

Janet Gresham, Lead Instructor for the NC School of Telecommunications made a presentation on “What’s New at NCST” and provided a manual on the school, class offerings, and course content outlines. Some highlights of the program include:

- New training facility, scheduled to start classes in August
- Improved class formats
- Added new courses to curriculum: ADSL & OTDR
- Student/Coop Externship under development – allows the school to place students with companies in actual work environment as a helper. Under no obligation to hire but would allow employers to preview work ethic.
- Considering a CATV Installation/Repair class offering. Need input from companies to see if a need exists.
- Currently reviewing textbooks and instructor’s manual for Smart Home Automation class
- Planning to offer Advanced Noise Mitigation class last part of this year or first of next year
- Customer Service class has been revamped and will be offered later in the year.
- VOIP presentation scheduled for May 25 & 26 – geared toward managers – informational and technical
- Looking for guidance from companies on their needs
- Someone has suggested Telecom update for CPA to accrue credit hours for continuing education
- Working with the Marketing Committee on having an Open House event
- More information on website: NCST.org

### **III. Review of January 23, 2004 Minutes/Salary & Benefits Survey/ ECHO**

Russell Green asked for a motion to approve the January 23, 2004 minutes. Rex Walser made the motion and Dick Garner seconded the motion. The minutes stand approved as submitted.

The Salary & Benefits survey will be distributed next week. Committee members will have until May 28<sup>th</sup> to complete and return to Elizabeth. Results should be completed for the committee by June 30, 2004.

Carole and Janet are coordinating dates to offer "ECHO" – Every Call Has Opportunities class in August and/or October.

### **IV. Roundtable Discussions**

Sprint is restructuring and closing the Wake Forest and Rocky Mount customer call centers May 18, 2004. Approximately 170 well trained representatives will be involved in the closings and are looking for employment if anyone has a need.

Skyline is utilizing Piedmont Associated Industries for new supervisors and managers training and has received positive feedback on the "Leaders in Transition" course.

The NC School of Telecommunications is looking for volunteer resources to assist at new facility with the setting of poles, cable and equipment.

Sandra Vaughn announced her retirement from full-time employment with Lexcom effective July 6, 2004. Lexcom has approximately 10 upcoming retirements and they are planning to cross train other employees instead of replacing the retirees.

Request was made to Carole and Janet to include more sales techniques in the ECHO class. CSR environment has changed from "order takers" to sales representatives. Companies are looking for other sources of revenue due to the declining revenue and access lines and need the CSRs to be more aggressive.

Companies mentioned using commissions, trips, and cash as incentives for Customer Service Representatives to become more sales oriented.

### **V. Next Meeting**

Everyone was reminded that the next meeting will be Friday, July 30, 2004 at 9:30 a.m. hosted by Ralph Cooke, Yadkin Valley, TMC, Yadkinville, NC. Hotel and directional information will be provided. The topic will be FLSA.

### **VI. Adjourn**

Russell Green extended thanks to Kim Garner and Randolph Telephone for providing the meeting place and lunch.

There being no further business, the meeting was adjourned.

Respectfully submitted,



Kim L. Garner  
Secretary – NCTIA, Human Resources/Training Committee