

ASSIGNMENT SUPERVISOR

Personnel assigned as Assignment Supervisor will generally be responsible for the optimum loading, balancing, and utilization of the installed central office line and number equipment in both metropolitan and outstate areas for electromechanical offices **only**. These activities encompass all assignment activities to include: records maintenance; service order processing and administration; utilization of load balance data and other load indicating data or reports that may help to insure evenly loaded equipment assignments; implementation of the loading plan; report preparation and all other activities related to equipment assignments and balance of calling load in the offices.

Close coordination is required with those network supervisors responsible for service and data for electromechanical switching entities. Interdepartmental coordination is also required with non-network department groups. These include customer services department groups, such as, plant assignment, commercial business office and marketing.

DUTIES AND RESPONSIBILITIES	PERCENT OF TOTAL TIME
A. Assignment	80
B. Assignment Report Preparation	10
C. Miscellaneous	10

NOTICE

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JOB TITLE: ASSIGNMENT SUPERVISOR

DEPARTMENT: NETWORK

SUPERVISOR: NETWORK MANAGER—ADMINISTRATION

JOB SUMMARY

This position is responsible for the optimum loading, balancing and utilization of the installed central office line and number equipment in a metropolitan or outstate area. This equipment is electromechanical and could be any one or a combination of panel, step-by-step, or crossbar types. The central office equipment managed by this position usually serves between 100,000 and 200,000 main stations. This depends on the complexity of the assignment job, service order activity and whether the job is in a metropolitan or outstate environment.

A major secondary responsibility of this position is the protection of customers' service. Through proper assignment and loading procedures, the customers will be balanced over the switching equipment and will receive the best possible speed of dial tone and call completion from the equipment. Also, proper number management will insure that the Company objectives on the reuse of numbers are attained. This will insure that the newly assigned number has been properly aged (not receiving calls). Insufficient aging of numbers is viewed as a service and management failure.

DUTIES AND RESPONSIBILITIES

80% A. Directs and coordinates all activities related to the assignment of central office lines and number equipment and the maintenance of records of these assignments.

- (1) Receives loading plan from network supervisor(s). Reviews and interprets plan. Establishes detailed procedures for implementation and monitors adherence to the plan.
- (2) Receives requests for reservations from commercial business services and marketing. Provides reservation information to clerks. Reviews records for overdue reservations and, if necessary, coordinates with other groups for update.
- (3) Originates the class-of-service assignments for new frames (after reviewing commercial forecast to identify class-of-service demand). Cooperates with network supervisor(s) in the final assignment decisions.
- (4) Supervises the assignment of all multiline hunt groups and inspects multiline hunt sequences prepared for future use (based upon commercial forecast).
- (5) Coordinates assignment activity with the plant assignment supervisor (adequacy of assignments, arrangements for delivery, timely return of used assignments).
- (6) Receives load balance printouts from network supervisor(s) or data supervisor(s). Analyzes printout for completeness and imbalance problems. Identifies the need for and controls the amount of frame transfers required to insure that balance objectives are met. Distributes to and coordinates with central office maintenance supervisor to insure acceptable timetable for completion of the transfers.
- (7) Originates a plan for the review of number records to identify assignments that use inefficient arrangements for called number hunting. Oversees the corrective action (frame transfers) implemented to eliminate these poor arrangements.

- (8) Receives listings of essential service customers from commercial. Directs clerks in insuring that proper essential service assignments are made.
- (9) Verifies need (indicated by clerk or load balance data) for subscriber line usage studies. Coordinates study schedule with Network Supervisor or Data Supervisor. Analyzes study results and supervises clerk in preparing corrective action (frame transfers).
- (10) Supervises the maintenance of and periodically reviews records on unusual usage customers.
- (11) Coordinates and reviews the assignment of tests lines (dial tone speed, service observing loops, call thru test, etc) with the Network Supervisor.
- (12) Computes intercept requirements, administrative factors, and percentage of usable lines and numbers (using established procedures). Cooperates in the establishment of main station capacities (line and terminal) with the Network Supervisor.
- (13) Oversees the assignment of area transfers and cutovers. Directs the maintenance of duplicate records when necessary. Cooperates with Network Supervisor to insure proper assignment.
- (14) Reviews pending network design orders for adequacy of provision of sleeve leads, number group relays, line equipment, numbers, and TOUCH-TONE® facility provision. Advises Network Manager of problems.
- (15) Notifies other departments (plant assignment, commercial and network engineering) of new or changed numbers series.
- (16) Originates procedures for disposal of old records and other material not essential to the maintenance of accurate and timely records.
- (17) Coordinates with Plant Assignment Supervisor to maintain party line fill objectives. Provide summaries of party line customers that are receiving private service to Plant Assignment Supervisor for reassociation.
- (18) Cooperates with plant assignment, central office maintenance supervisor, business office supervisor, and accounting supervisor in conducting sample checks of records of accuracy. Supervises further checks of assignment records versus actual working lines and numbers in accordance with local policy.
- (19) Trains clerks in the assignment of special services, (WATS, CENTREX, CCSA, AIOD, LLP, etc). Supervises the assignments of these special services and coordinates the assignments with marketing, network design engineering, the central office maintenance supervisor and any other involved departments.
- (20) Supervises all activities and negotiates all obstacles related to the efficient assignment of lines and terminals. Oversees and controls the activities of reporting clerks.
- (21) Originates and conducts plan for clerical observation (representative sampling) to assure adherence to prescribed practices and policies. Reviews service order processing, assignments of lines and numbers, adherence to loading plan, essential service assignments, proper use of miscellaneous relays, class-of-service balance, etc.

DIVISION A, SECTION 3
Appendix 5

10% B. Receives, computes, checks validity, coordinates and distributes all reports related to the assignment activities to the Network Manager.

- (1) Prepares schedules for report preparation. Receives reports from clerks. Reviews accuracy of data and recomputes if necessary. (Reports required are various counts of equipment in use, the load balance report, concentrator fill reports, and reports of service order activity).

10% C. Miscellaneous

- (1) Administers personnel-related activities for reporting clerical force (Company policy and objectives, training, safety, absences, etc).
- (2) Maintains positive relations with the vocational representative groups.
- (3) Maintains positive interdepartmental working relationships.

SCOPE AND NATURE OF SUPERVISION

- (1) Reports to Network Manager along with the network supervisors. Works closely with the network supervisors who are responsible for electromechanical equipment. Immediate supervisor is kept informed of activities and possible problem areas and is available for guidance when required. Immediate supervisor is involved in the setting of the overall goals and policies but is not usually contacted or involved in the day-to-day activities and decisions of the incumbents.
- (2) The incumbent has from five to nine reporting clerks, depending on the nature of the assignment job (e.g., various types of central office equipment, service order activity, number of entities, types/number of classes of service offered, complexity of orders, stability of work load).
- (3) Guides for this position are detailed departmental and local policies, (DFMPs, DAPs, staff-level procedures, union contracts and some district or manager level "agreed upon" guidelines).