

Special Published Vacancy

POSTING START DATE: Oct 29, 2025

RESPOND BY DATE: Nov 11, 2025

COMPANY: 9017 Verizon New York Inc.

TITLE: Field Technician

JOB OPENING NUMBER: R-1087281 (1 Opening(s))

UNION: 164 - CWA District 1 NY Plant (Collective Bargaining Agreement)
Local 1115

DEPARTMENT: ALH7 NYLIU OPS Core I&M Upstate Nor

LOCATION: 7140 Chestnut Ridge
Lockport, NY 14094

DESCRIPTION: 40 Hours Per Week

SHIFT: Regular Full time

TOP PAY: \$2114.00

MANAGER: Timothy Breen
Manager's Phone#: +1 (518) 4410277

Test Requirements: Field Operations Assessment
Verizon Job Fit Test B

ADDITIONAL INFORMATION:

Summary: The Field Technician guarantees the integrity of the equipment from the Company's premise to the customer's premise.

General Duties: Duties include, but are not limited to, the following:

A. INSTALL/MOVE/REARRANGE/REMOVE TELECOMMUNICATIONS CABLES AND ANCILLARY SUPPORT MATERIAL SUCH AS:

- a. Laying or removing cable and conduit.
- b. Above ground involves placing and climbing poles, pulling and stringing cable.
- c. Below ground involves a. working in tunnels, buildings, trenches, manholes, etc. with heavy equipment e.g. trenches, Bolins plows, etc.
- d. Testing for and removing safety hazards, i.e., gas in manholes. e. Pulling wires and cables through ducts by hand or by winch, placing cables in trenches and rotting ducts, etc.
- f. Cutting in feeder wires and cables. g. Testing of facilities and equipment.

B. SPLICE/MAINTAIN/MOVE/REARRANGE/LOCATE FAULTS IN & REPAIR EXISTING CABLE SUCH AS:

- a. Installing, repairing and maintaining outside cable facilities.
- b. Splicing a variety of cables in various environments aerial, underground, buried, submarine, buildings, etc.
- c. Working with hot metals, small hand tools, mechanical equipment, color-coded and tone identified conductors, etc.
- d. Maintaining surrounding cable facilities.
- e. Testing of facilities and equipment.

C. INSTALL/MOVE/REARRANGE/LOCATE FAULTS IN & REPAIR CUSTOMER TELECOMMUNICATIONS LINES SUCH AS:

- a. Installing, substituting, moving, rearranging, changing, removing, locating faults in and repairing wiring and associated items of equipment at customer's premises, and at Company locations.
- b. Analyzing and clearing cable troubles in all types of communication cables, including fiber optic, aerial and buried cables, underground and building cable, etc.
- c. Interpreting splice prints and performing associated work.
- d. Interfacing with customers.
- e. Testing of facilities and equipment.

D. INSTALL AND REPAIR SOPHISTICATED HIGH TECH TELECOMMUNICATIONS NETWORK ELEMENTS SUCH AS:

a. Installing, locating faults in and/or repairing such equipment as mobile radio, carrier, microwave, video, Personal Computers (PCs), Fiber optic equipment, DAC's, Multiplexers, SLC's, etc.

Some of the specific activities they perform in connection with these functions are:

- Interprets service orders and analyzes complex schematic drawings and work prints to determine what has to be done in the proper sequence of tasks.
- Transports equipment to and from work site. • Installs and/or removes equipment at work site.
- Uses data base access devices such as Craft Access Terminals (CAT), or other dispatch test systems, to receive and complete work assigned and perm test functions.
- Uses testing equipment and procedures to ensure work site is free of any safety hazards, for example, traffic diversion equipment and procedures, HAZMAT procedures, etc.

Notes:

You may submit one bid for each vacancy.

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- Using light to very heavy equipment.
- Using ladders and climbing poles.
- Working in manholes, trenches, buildings, tunnels, etc. Checks work to ensure it meets all customer requirements.
- Recognizes and promotes improved customer service by demonstrating and making the effort to sell services Maintains detailed documentation on work completed.
- Completes and signs a daily time record (written or electronic).
- Interacts with customers to ensure customer satisfaction.

E. Works indoors and outdoors in all kinds of weather.

F. Climbs ladders or poles and works aloft for long periods of time using tools and test equipment. In some areas, pole climbing may not be a requirement; for locations where pole climbing is required, a candidate must meet the course qualification standard.

G. Moves and/or lifts 100 pounds or more.

H. Works in confined workspaces e.g., manholes, trenches, tunnels, etc.

I. May be required to perform additional duties and tasks as required by the Company.

Basic Qualifications:

A. Tests – Results obtained in standard tests for this position must meet minimum requirements established by the Company, in accordance with Company policy.

B. Normal medical authorization for this job except if previously taken and is still considered valid.

C. Must be able to perceive differences in wire and cable and distinguish audio tones.

D. May require a D.O.T. medical card and additional CDL drug screen (determined by hiring department and Staffing, based on job vacancy). If required, candidates must meet the following DOT standards, including but not limited to:

- Must be at least 21 years of age (Department of Transportation D.O.T. regulations).
- Previous three (3) years employment (verification check) required (D.O.T. regulation).
- Must provide proof of residences (current and previous address) for the last three years.

E. Must possess a valid driver's license and have a good driving record. License Abstract (verification check) required.

F. Must be able to drive standard shift (applies only to some locations).

G. Satisfactory performance rating in present job.

H. Satisfactory attendance/punctuality record in present job.

I. Work assignments consist of the equivalent of five (5) days of eight (8) hours each during the period from Monday to Saturday, both inclusive.

J. Must be available to work scheduled tours designated by the Collective Bargaining Agreement and/or the needs of the business. Associates may be required to work evenings, weekends, holidays, and overtime as the needs of the business necessitate.

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Special Published Vacancy

POSTING START DATE: Oct 29, 2025

RESPOND BY DATE: Nov 11, 2025

COMPANY: 9012 Verizon Services Corp. NK

TITLE: Automotive Equipment Technician

JOB OPENING NUMBER: R-1087243 (1 Opening(s))

UNION: 164 - CWA District 1 NY Plant (Collective Bargaining Agreement)
Local 1104

DEPARTMENT: 9012069216 Fleet Ops NY 5B-LI

LOCATION: 405 Glen Cove Grn Hw
Greenvale, NY 11548

DESCRIPTION: 40 Hours Per Week

SHIFT: Regular Full time

TOP PAY: \$1970.50

MANAGER: Ryan Barkan
Manager's Phone#: +1 (917) 9367492

Test Requirements: Verizon Job Fit Test B
Automotive Maintenance Test

ADDITIONAL INFORMATION:

Work tour hours are 3pm to 11pm, Monday through Friday (hours may vary). Overtime is as needed by the business.

Summary

Performs troubleshooting diagnostics, repairs and preventative maintenance of Verizon vehicles and mobile tools and equipment. Areas of required knowledge include, but are not limited to:

- Diesel and Gasoline engines
- Brake systems
- Fuel systems
- Ignition and electrical systems
- Exhaust systems
- Suspension systems
- Hydraulic systems
- Vehicle on-board computers

Maintenance and repairs are performed on all types of vehicles including cars, vans, trucks, and a variety of mobile tools and construction equipment. Must be able to follow diagnostic trouble charts and hydraulic schematics. Use standard automotive tools, electronic diagnostic equipment, hydraulic pressure gauges, and flow meters. Uses various cutting and welding equipment. As part of the Fleet maintenance program inputting data into fleet tracking software is critical. All technicians must utilize a computer to input work orders, time and related computer tasks.

General Duties

Duties may include, but are not limited to, the following:

- A. Maintaining all company vehicles and equipment on vehicles of varying gross weights.
- B. Performing work associated with diagnostic, maintenance and repair of all types of motor vehicles and special equipment and components, for example: hydraulic systems including aerial platforms, digger derricks, winches, hydraulic control valves (manual and electronic), hydraulic cylinders, pumps and motors, automatic and manual transmissions, brake systems, ignition and fuel systems, steering and powertrain systems, tires, electrical systems, batteries, starters, generators, alternators, chassis lubrication and repair, emission control systems and repairs and maintains other related components as required.
- C. Must use sophisticated computer test equipment to diagnose vehicle problems as well as read and follow diagnostic procedures.
- D. Interfacing with vehicle users regarding assignments, repairs, etc

Notes:

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- E. Utilizing Fleet maintenance tracking computer systems to determine work assignments, record keeping, time reporting, parts inventory, etc.
- F. Wears appropriate Personal Protective Equipment (PPE). Follows established safety practices and procedures using standard automotive tools and written material to accomplish the job.
- G. Must perform maintenance required on Verizon vehicles, equipment and chassis mounted equipment to maintain all required compliance with applicable federal and state laws on company vehicles.
- H. May be required to work day/evening/or night tours, overtime, weekends and holidays. Some work may be performed in the field outside of a repair facility as necessary. Must work/drive in adverse weather conditions.
- I. Heavy lifting may be required in handling tools, materials, and supplies. Must be able to lift, carry and maneuver heavy equipment up to 75 lbs.
- J. May be required to perform additional duties and tasks required by the company.

Basic Qualifications

- A. Tests – Results obtained in standard tests for this position must meet minimum requirements established by the Company, in accordance with Company policy.
- B. Must meet safety-related requirements including but not limited to those standards of safety imposed by OSHA, state agencies, manufacturers and/or the company.
- C. Satisfactory performance rating and attendance record in present job.
- D. Possess and maintain a valid/current Commercial Driver's License (CDL) as required by work state. Must be able to drive all types of company vehicles automatic or manual transmission, and operating associated special equipment. A Commercial Driver's License is required. Must pass DOT physical to qualify for CDL; the applicant will receive related Company provided Department of Transportation (DOT) training. Upon completion of DOT training, the applicant must qualify on DOT's commercial driver's license written and skills qualifications tests to retain the job.
- E. Must be able to perform physical requirements of the job, with or without a reasonable accommodation, including, but not limited to, lifting, carrying and maneuvering heavy equipment up to 75 lbs.
- F. Must obtain and maintain any and all required certificates, license by state or federal requirement or obtain them within the probation period in order to be retained in the job. The following is not an all-inclusive list but is an example of the required certificates and licenses:
 - a. Certificate or license for State Inspection
 - b. DOT Inspection and Emissions testing or inspection (where required)
 - c. Certificate for Air Brakes Inspection
 - d. Certificate for handling automotive refrigerant, for example: Mobile-Air Conditioning Society (MACS) with an assigned (EPA) number.
- G. Security background investigation may be required.
- H. Where a Commercial Driver's License is required, applicant must pass an alcohol and drug test.
- I. Must have at least five or more years' experience as a mechanic or in another closely related field.
- J. Must be available to work scheduled tours designated by the Collective Bargaining Agreement and/or the needs of the business. Associates may be required to work days, evenings, nights, weekends, holidays, and overtime as the needs of the business necessitate. Non-scheduled days will be required as needs of the business necessitate.

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Special Published Vacancy

POSTING START DATE: Oct 29, 2025

RESPOND BY DATE: Nov 11, 2025

COMPANY: 9012 Verizon Services Corp. BC

TITLE: Customer Sales and Service Representative

JOB OPENING NUMBER: R-1087283 (10 Opening(s))

UNION: 158 - IBEW 2213 NY Commercial (Collective Bargaining Agreement)
Local 2213

DEPARTMENT: AVW1 NER SALES CSSC (AVW1)

LOCATION: 65 Franklin St
Buffalo, NY 14202

DESCRIPTION: 37.5 Hours Per Week

SHIFT: Regular Full time

TOP PAY: \$1769.50

MANAGER: Dawn Mcgahey
Manager's Phone#: +1 (716) 8649970

Test Requirements: SACS HTML Results

ADDITIONAL INFORMATION:

Summary
Depending on the department, Representatives may perform any of the following functions: Representatives are in a direct customer contact position responsible for answering customer questions, handling requests for service, and resolving customer problems in a prompt, courteous and accurate manner. Representatives are required to sell Verizon products and services to meet set sales objectives. They are responsible for identifying customer needs, determining which products would benefit them and recommending services that provide value. Representatives work at a desk and use a computer terminal to input orders, as well as to retrieve, update and create customers' billing, payment and service records while simultaneously negotiating with customers. Some offices may require face-to-face customer contact. Or A Representative talks with customers on the telephone, and is responsible for formulating orders, checking and verifying information, recalling data from database and collecting delinquent accounts. Extensive telephone work, paper work and keyboarding are part of the job. Representatives work at a desk and use a terminal to retrieve customer's billing, payment and record of service details. Each Representative is expected to close commitments and do collection work during a designated period where the working environment is quickly paced. Or A representative negotiates with customers on the telephone, and is responsible for formulating orders, checking and verifying information, recalling data from database and collecting delinquent accounts. Extensive telephone work and paper work are part of the job. Representatives work at a desk and use a terminal to retrieve customer's billing, payment and record of service details. Each Representative is expected to close commitments and do off-line work (ex, collections, orders, etc) during a designated period where the working environment is quickly passed. Representatives receive incoming calls via a call distributor system, which requires adherence to designated schedules for availability purposes.

General Duties

Duties include, but are not limited to, the following:

- A. Handles requests from existing or new customers for installation, disconnection, or changes of telephone systems and services.
- B. Through the identification of customer needs and the recommendation of appropriate products and services, sells the company's products and services to meet or exceed corporate sales objectives. In some offices, representatives may be required to make outbound sales calls.
- C. Adheres to structure sales approaches scripted for each product/service on all inbound and outbound customer contacts.
- D. Represents Company policy to the public virtually all matters and follows Corporate adherence to FCC and Regulatory guidelines.
- E. Discusses, investigates and resolves local, regional, and long distance billing inquiries, as well as other inquires and complaints regarding customers' service, billing, rates, adjustments, policies, etc.
- F. Operates a computer terminal, including accessing multiple systems to establish update, and retrieve customer service data while simultaneously negotiating with customer and/or company employees.
- G. Responsible for accurately computing and quoting service, connection and installation charges as well as adjustments, balances and rates to the customer.
- H. Handles large volumes of detailed work requiring accurate documentation such as inputting orders and making bill notations while communicating with customers and company employees.
- I. Obtains, assesses and establishes customer credit information. Decides on appropriate collection action to be taken. Makes judgement on customer requests for extension time and amounts to pay on bills.
- J. Meets or exceeds deadlines that satisfy customer requirements in a prompt, accurate and pleasant manner.
- K. Subject to numerous measurements, objectives and standards relating to performance and accuracy.
- L. Works at a workstation equipped with a video display or computer terminal in a semi-enclosed office area with others doing the same type of work.
- M. May be confined to work station using a video display or computer terminal for extended periods of time.

Notes:

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- N. Spends long periods of time communicating with customers and others by telephone.
- O. Generally wears a headset for extended periods of time.
- P. May be required to perform additional duties and tasks as required by the Company.

Basic Qualifications

- A. Tests - Results obtained in standard tests for this position must meet minimum requirements established by the Company, in accordance with Company policy.
- B. Normal Medical Department authorization for this job except if previously taken and is still considered valid.
- C. Previous experience with public contact work e.g., complaint handling, sales, and collection work.
- D. May require bilingual skills at some locations.
- E. Must have keyboard skills and basic computer knowledge.
- F. Satisfactory performance rating in present job.
- G. Satisfactory attendance/punctuality record in present job.
- H. Must be available to work scheduled tours designated by the Collective Bargaining Agreement and/or the needs of the business. Associates may be required to work evenings, weekends, holidays, and overtime as the needs of the business necessitate. Employees may be required to work evening and night tours on a rotational basis, and may be required to work in 24-hour operation. Non-scheduled days will be required as needs of the business necessitate.

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COMPANY: 9012 Verizon Services Corp. BC

TITLE: Customer Sales and Service Representative

JOB OPENING NUMBER: R-1087285 (21 Opening(s))

UNION: 166 - CWA 1101 NY Commercial & HQ (Collective Bargaining Agreement)
Local 1101

DEPARTMENT: BBQ1 NEA SALES Retention Incrementa

LOCATION: 741 Zeckendorf Blvd
Garden City, NY 11530

DESCRIPTION: 35 Hours Per Week

SHIFT: Regular Full time

TOP PAY: \$1828.50

MANAGER: Will Marulanda
Manager's Phone#: +1 (347) 9888464

Test Requirements: SACS HTML Results

ADDITIONAL INFORMATION:

Summary
Depending on the department, Representatives may perform any of the following functions: Representatives are in a direct customer contact position responsible for answering customer questions, handling requests for service, and resolving customer problems in a prompt, courteous and accurate manner. Representatives are required to sell Verizon products and services to meet set sales objectives. They are responsible for identifying customer needs, determining which products would benefit them and recommending services that provide value. Representatives work at a desk and use a computer terminal to input orders, as well as to retrieve, update and create customers' billing, payment and service records while simultaneously negotiating with customers. Some offices may require face-to-face customer contact. Or A Representative talks with customers on the telephone, and is responsible for formulating orders, checking and verifying information, recalling data from database and collecting delinquent accounts. Extensive telephone work, paper work and keyboarding are part of the job. Representatives work at a desk and use a terminal to retrieve customer's billing, payment and record of service details. Each Representative is expected to close commitments and do collection work during a designated period where the working environment is quickly paced. Or A representative negotiates with customers on the telephone, and is responsible for formulating orders, checking and verifying information, recalling data from database and collecting delinquent accounts. Extensive telephone work and paper work are part of the job. Representatives work at a desk and use a terminal to retrieve customer's billing, payment and record of service details. Each Representative is expected to close commitments and do off-line work (ex, collections, orders, etc) during a designated period where the working environment is quickly passed. Representatives receive incoming calls via a call distributor system, which requires adherence to designated schedules for availability purposes.

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- I. Obtains, assesses and establishes customer credit information. Decides on appropriate collection action to be taken. Makes judgement on customer requests for extension time and amounts to pay on bills.
- J. Meets or exceeds deadlines that satisfy customer requirements in a prompt, accurate and pleasant manner.
- K. Subject to numerous measurements, objectives and standards relating to performance and accuracy.
- L. Works at a workstation equipped with a video display or computer terminal in a semi-enclosed office area with others doing the same type of work.
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Special Published Vacancy

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- O. Generally wears a headset for extended periods of time.
- P. May be required to perform additional duties and tasks as required by the Company.

Basic Qualifications

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- B. Normal Medical Department authorization for this job except if previously taken and is still considered valid.
- C. Previous experience with public contact work e.g., complaint handling, sales, and collection work.
- D. May require bilingual skills at some locations.
- E. Must have keyboard skills and basic computer knowledge.
- F. Satisfactory performance rating in present job.
- G. Satisfactory attendance/punctuality record in present job.
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