Job Posting

Location: Rocklin, CA

Job title: Warehouse Technician

Reports To: Operations Manager

Purpose of Position:
Provide outstanding customer service contributing to Wave's success in making customers happy. Under general supervision, responsible for maintaining secure inventory storage and control. Performs duties associated with storage, shipping and receiving of equipment and supplies. Control the physical flow of converters. Ensure an adequate working supply of converters and modems are available for daily operations. Provide dispatch support on Saturday and on an as needed basis.

Primary Responsibilities:

- Inspect, repair and test all converters and modems entering the department. Receive new, repaired and used converters from suppliers and field personnel. Perform all burn-in procedures for each converter to ensure quality of working status and are ready to be issued. Perform all provisioning procedures to insure modems are in working order.
- Maintain inventory in a secure place within the warehouse; adhere to inventory control procedures to assure safe storage of inventory and accurate inventory counts.
- Distribute and document supplies and equipment upon issuance of authorized requests; prepare inventory for shipments; document quantities shipped.
- Perform receiving functions for all incoming inventory; compare paperwork to assure actual inventory received is consistent with packing slips.
- Maintain inventory levels and order inventory and supplies as necessary.
- Issue converters and modems to field personnel for installation and ship to suppliers for warranty work or repair.
- Prepare converters and modems for customers by performing cosmetic repairs and cleaning as necessary.
- Maintain warehouse and equipment repair area is neat and orderly at all times.
- Perform periodic physical inventory counts and maintain inventory reports.
- Perform dispatch support to include prioritizing and dispatching service requests, verifying scheduled appointments, rescheduling appointments, and finalizing all completed work orders on a daily basis.
- Perform other duties requested by supervisor

Qualifications:

- High School Diploma or equivalent
- WASP Experience Preferred
- Valid driver's license, satisfactory driving record within Company required standards and auto insurance
- Ability to adhere to Local, Federal regulations and Company policies
- Ability to implement simple record keeping procedures
- Ability to differentiate between different sizes and colors of wires

- Ability to drive Company vehicle in a safe and responsible manner
- Ability to prioritize and organize effectively
- Ability to use the following hand tools: electric drills, hammers, wrenches, screwdrivers
- Ability to work independently
- Ability to work with small components and wires to make cable connections
- Ability to comply with all Company implemented safety procedures
- Ability to demonstrate courtesy and patience in customer relations
- Knowledge of cable television products and service
- Knowledge of and ability to use the following office equipment: computer, telephone, copier, fax, calculator, and stapler
- Knowledge of basic mathematics and electronics
- Knowledge of Company products and services
- Knowledge of National Electric Code and National Electrical Safety Code
- Ability to bend and lift materials up to 75 lbs from floor level to a height of 6 feet to place them on shelves or on and off vehicles
- Ability to accurately measure distances, using tapes or other measuring devices

Diverse Workforce / EEO:
Wave Division Holdings (WDH) recognizes and strongly supports the benefits of a diverse workforce, and strives to provide a culture that recognizes the unique contributions of each of our employees. WDH requires a drug test, background check, employment, and education verification as conditions of employment. WDH is an equal opportunity employer and will consider all qualified candidates regardless of race, color, religion, national origin, gender, age, marital status, veteran status, and the presence of a non-job related handicap or disability, or any other legally protected status.

To Apply: Interested candidates may send cover letter and resume to hrmgr@wavebroadband.com (please include job title and location of position in your email).