



N C Telecommunications Industry Association

Human Resources/Training Committee Minutes

Meeting: Friday, September 30, 2005 at 1:00pm
Location: Wilkes TMC, Wilkesboro, NC

Committee Members Present:

Richard Garner, CTC	Dianne Sink, Lexcom Telephone
Debbie Johnson, Wilkes Telecommunications	C.E. Ritenhour, Jr., Wilkes Telecommunications
Ralph Cooke, Yadkin Valley TMC	Angie Miller, Skyline TMC
Carole Woodward, Executive Director	Rebecca Wyhof, NCTIA

Committee Members Absent:

David Hedrick, CTC	Russell Green, Atlanta TMC
Phoebe McGavock, Star	Daniel Talley, MEBTEL
Brad Miller, Citizens	Rex Walsler, North State
Dan Bennett, Ellerbe Telephone, Board Liaison	Al Quarles, Sprint
Russell Green, Atlanta TMC	Kim Garner, Randolph TMC

I. Call to Order/Welcome

Chairman Dick Garner called the meeting to order and thanked Wilkes for hosting. Eddie Ritenhour welcomed everyone to Wilkes TMC for our quarterly meeting and invited members to the "Apple Festival" on Saturday in North Wilkesboro.

II. Program Introduction

Terry Childers with Western Carolina Industries in Asheville presented an informative program on FACTA (Fair and Accurate Credit Transaction Act), Identity Theft and Workplace Privacy. He invited the committee to a presentation regarding the new Workers Compensation HB99 legislation on October 18 sponsored by WCI.

III. New Business

Carole Woodward presented information regarding the Curriculum Development and Promotion of NC School of Telecommunications. The committee discussed the courses outlined and it was a general consensus that most telecos represented would not have an interest in the marketing curriculum for the majority of customer services representatives. Selling education would be most helpful along with dealing with difficult customers. Carole will take the committee's comments back to the school for further discussion.

A Job Fair at CCCC was discussed to give the telecos in NC an opportunity to meet with the pending December graduates. Carole will e-mail member companies an invitation when dates are confirmed.

IV. Old Business

The minutes from July's meetings was motioned for approval, seconded and approved by the committee.

Job Descriptions are due at NCTIA as soon as possible with additions and corrections, if any in order to prepare our Wage Survey information and distribute to member companies by the first of November. Surveys are due by the end of November for distribution in January 2006.

V. Roundtable Discussions

Dick Garner gave the committee an update on CTC's Certification Program for Technicians. It seems to be progressing successfully. Dick will share information for other members that are interested.

Short discussions included background checking, pre-employment physicals, and Direct TV Sales.

VI. NCTIA Activities

Carole Woodward updated on NCTIA activities and presented a Board idea of marketing NC School of Telecommunications to high schools. Angie Miller presents at schools in West Jefferson and Dianne Sink presents bi-monthly at the local ESC office to recently laid-off employees about opportunities in telecommunications beginning at the NC School of Tele. It was a unanimous consensus by the committee to market the school. Carole will provide pamphlets of information.

Carole will e-mail with schedule for next ECHO class at Sanford.

VII. Next Meeting/Adjourn

The committee discussed the continued drop in attendance at our quarterly meetings. It was suggested that we start meeting at a central location and decided on Sanford as the location.

Our next meeting will be on Friday, February 17, 2006 at 9:30am at NCTIA in Sanford. The following dates were decided for 2006:

Friday, May 29
Friday, September 15
Friday, November 17

Dick Garner and Carole Woodward will discuss future speakers for 2006. Any suggestions will be greatly appreciated. The meeting was adjourned.

Respectfully submitted,



Dianne V Sink
Secretary – NCTIA, Human Resources/Training Committee