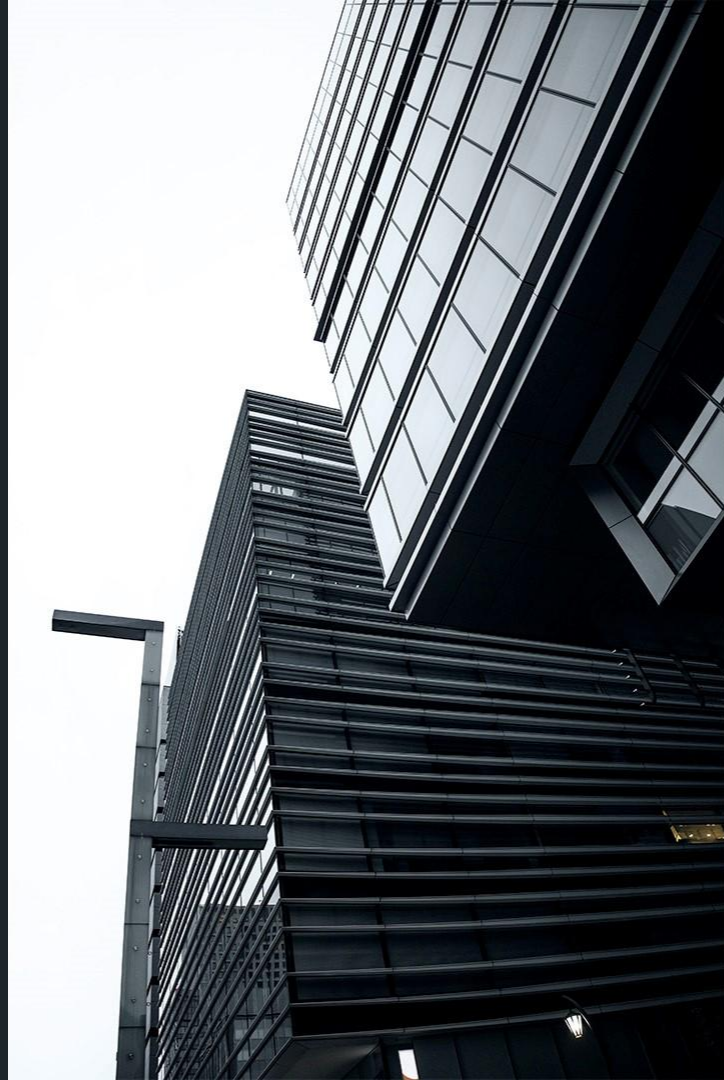
LUCK GROVE
TELECOM INC.

Survey Technician

Welcome to your career here at
Luck Grove Telecom Inc.



LUCK GROVE
TELECOM INC.

What is Luck Grove?

We are a telecommunications contracting company supporting Local and National cable and internet companies Nationwide.

Our goal is to provide superior service and products to our clients by exceeding their expectations and deadlines.

The Survey Department set the standards for every project through clear, concise and consistent data collection that gets transferred to the office for processing.



OUR VALUES

Lean Manufacturing

maximizing productivity while simultaneously minimizing waste within a manufacturing operation.

Innovation

Staying current in the most cutting edge technology and software within the industry

Initiative

Growth is connected to valuing any ideas from the bottom up to create an efficient operation.

Integrity

Holding ourselves accountable to a high standard when it comes to our services.

The Process

Surveying

Goes all over the USA to survey telephone poles with IKE and or smart devices to collect necessary data to design fiber optic networks

Compliance

Individually checks each telephone pole to ensure that all poles meet regulations to add providers to them

Design

Utilize autocad and other programs to design how a fiber optic network will travel through a given area

Permitting

Build upon the designed network including known utilities in the area to make sure our design get approved for construction

Construction

Travels all across the country to build these fiber optic networks that have been designed.

Survey Department Chain of Command





Charles Hayes - Senior Vice President, Surveying

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Abian Carlos - Survey Manager

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Jordan Goldman & Mike Ortiz - Surveying Coordinator

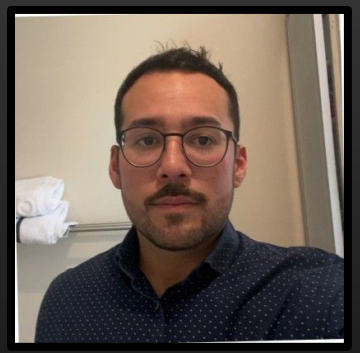
& Tony Bocchino - Survey Training Specialist

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Survey Crew Lead

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Survey Technician





WHAT IS A SURVEY TECHNICIAN?

- Survey technician’s are the very foundation of luckgrove telecom.
- Data accuracy is imperative and meeting collection expectations.
- The minimum required data collection of utility units is 20 per hour.
- Data accuracy is imperative in order to be a successful Survey Technician. WThis is the very first step of the process of our clients being able to run their new fiber, so it is very important each fielder retrieves accurate and quality data

IMPORTANT ATTRIBUTES

- Walking/Hiking - keep a good pace, appropriate footwear, prepared for the weather conditions and terrain.
- Communication- is they key to success. Utilize the resources available, maintain consistent communication with your Crew Lead throughout the day and ask questions, be respectful to homeowners/pubic.
- Conscientious/Punctuality- Strive for excellence and be on time for your scheduled meetings and assigned projects.
- De-escalation- familiarize yourself with the de-escalation training packet. Use good judgement and do NOT argue with the homeowner. If there is an issue Contact your Crew Lead and/or your Coordinator.

LUCK GROVE
TELECOM INC.

IKE DEVICE

LUCK GROVE
TELECOM INC.

- We use a surveying device called an ike to collect all data off of required utility facilities in the field.



I Pads

- We also use ipads for specific departments as well, working off of schematics to collect required data.



TERRAIN

- Overgrown forest, rocky, gravel, rough, rural, creeks, pavement, etc. in towns, neighborhoods, farms, etc.
- We do work all year round throughout all seasons. Always use caution and be prepared for all types of weather conditions.





PRIVATE PROPERTY/HOMEOWNERS

- While surveying there may be times where you will have to go onto people's property to survey the poles we need.
- Announce yourself "Hello, my name is X from Luck Grove. I have to access the utility unit on your property. Anyone home"?
- Always wear your ID badge, high vis vest/ clothing, and hard hat with luck grove logo on it to help homeowners clearly identify you and the company name.
- If there is clear access to the pole, after announcing yourself try to walk the most direct path to the utility facilities and begin collecting data.
- Utilize the de-escalation training.
- In the occurrence of fences, you may have to go knock on the door to request access to the utility unit. Always use caution about a dogs.
- In our position, we are covered by telecom/utility easement rights which is a legal precedent that allows us to access the utility facilities regardless of private property rights within a certain distance of the facilities. We want to be respectful with announcing ourselves, communicating with the homeowner and using good judgment.

Survey Technician Apps

The list of apps during day to day operations within the field are:

- **Monday**: Job database & tracker - mark status' of assigned jobs as you work on, complete, and upload (as well as data collection processes and additional app videos)
- **Connecteam**: time clock app - clock in/ out as well as time off requests
- **Navan**: gas card & per diem
- **Hotel Engine**: Books hotels for business trips - (coordinator will input reservations)
- **Discord**: Luckgrove chat server
- **Google Calendar**: shift dates as well as details for shift
- **Motus**: Vehicle stipend for fielders who do no receive rentals. Will have to submit vehicle mileage monthly and turn it on to track business miles while on shift.

Logging into Work Email



Logging into LG email.



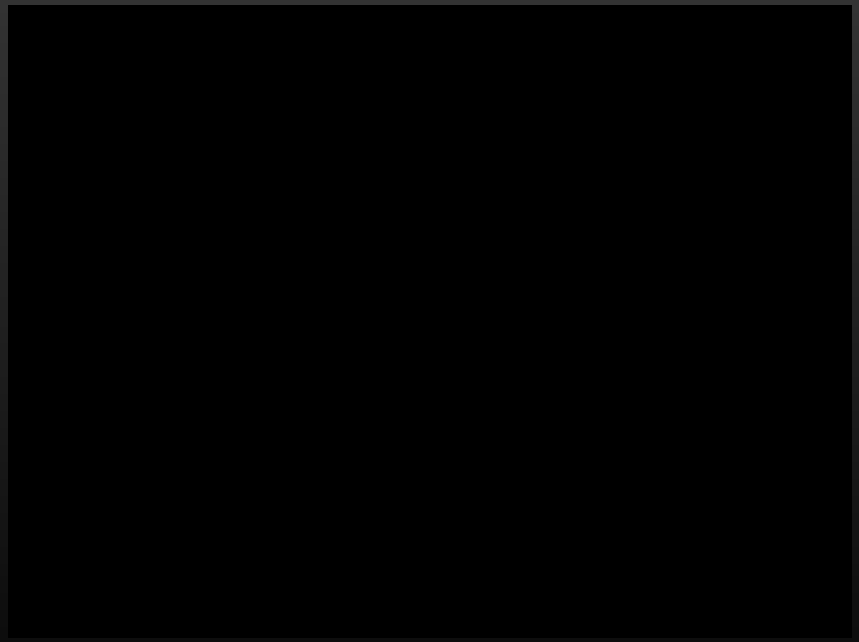
Accessing email Invites

Download All Apps

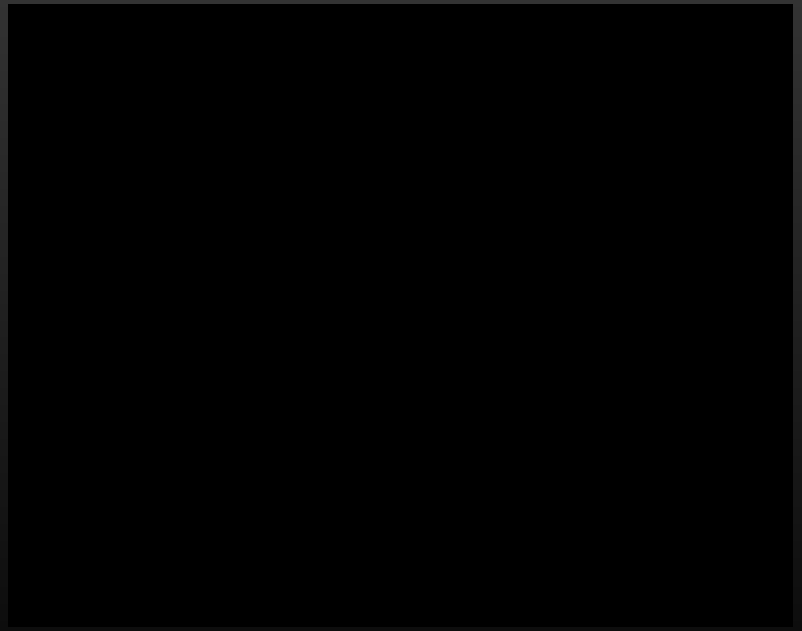


- Monday
- Connecteam
- Navan
- Discord
- Gmail
- Google Earth
- Google Calendar
- Motus (Personal Vehicle drivers only)

Setting up Monday App



Follow email invite to create account

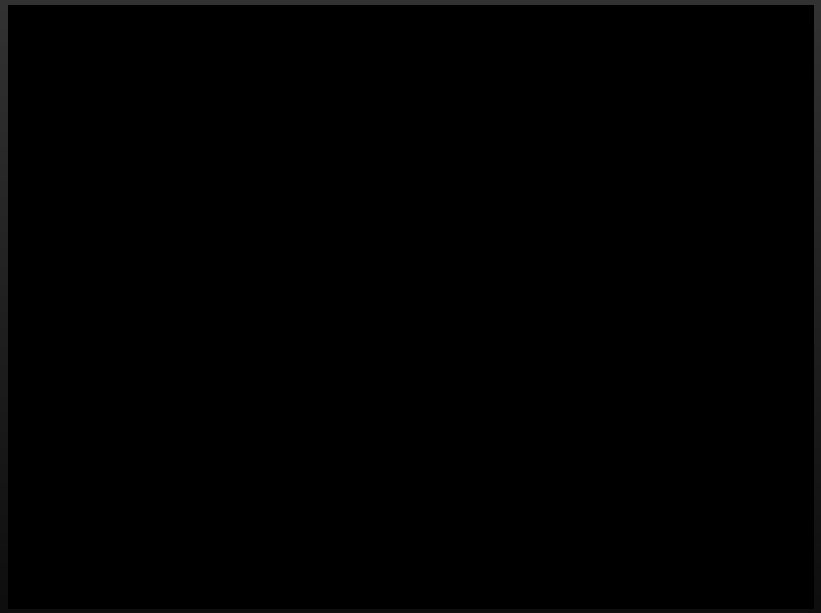


Follow video to app assistance videos

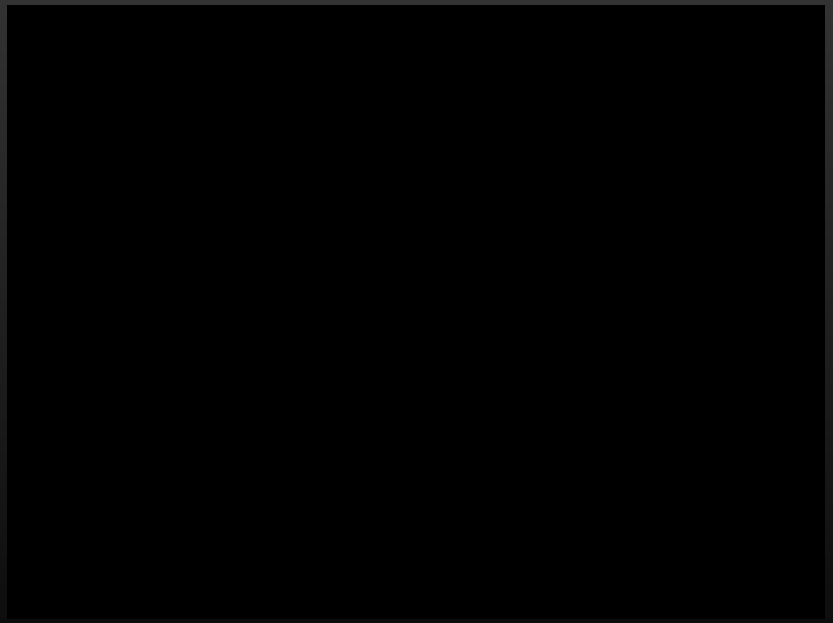
Setting up Monday App

Please, utilize the app assistance videos, shown how to access in the previous slide, to gain more knowledge and access on all apps and app processes.

Connecteam App

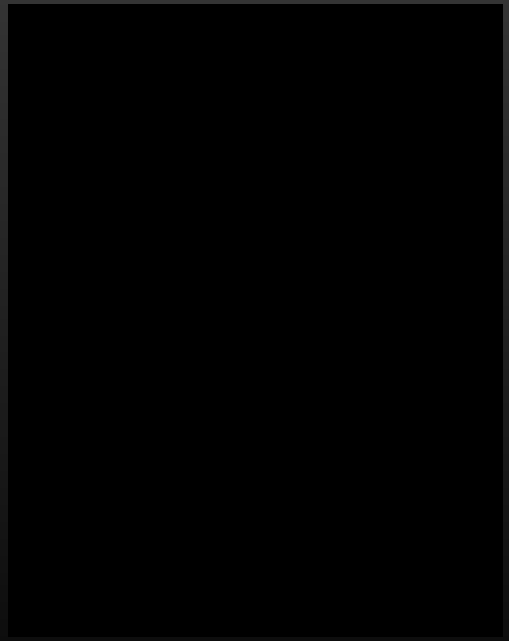


Login to Connecteam with phone number

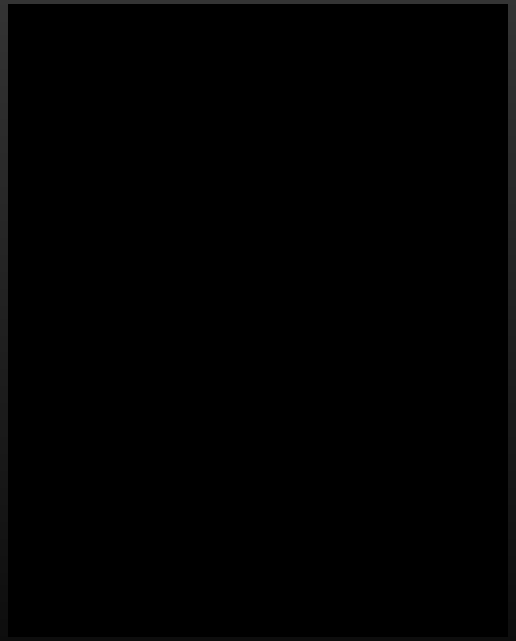


Clock In Process

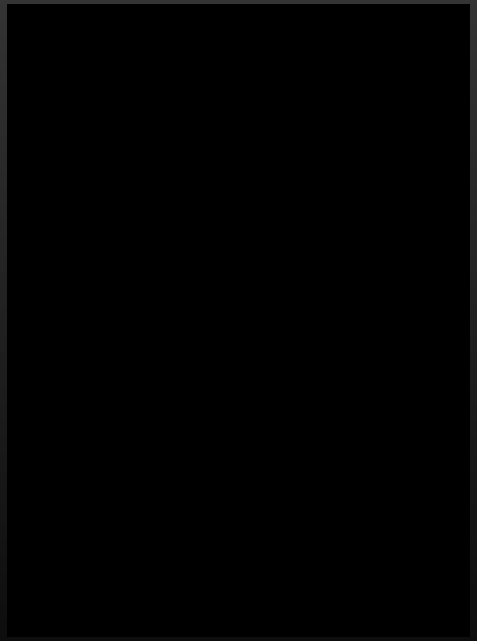
Setting up Navan App



Create your navan account



Order card/ add to mobile wallet



add reimbursement account

Set up Motus App

If you are unsure of whether or not you have to download the motus app (for personal vehicle stipend) please reach out to your respective coordinator, contact info can be found on offer letter.

Vehicle Reimbursement Program Policy

Getting Started With Motus

Motus App Tutorial

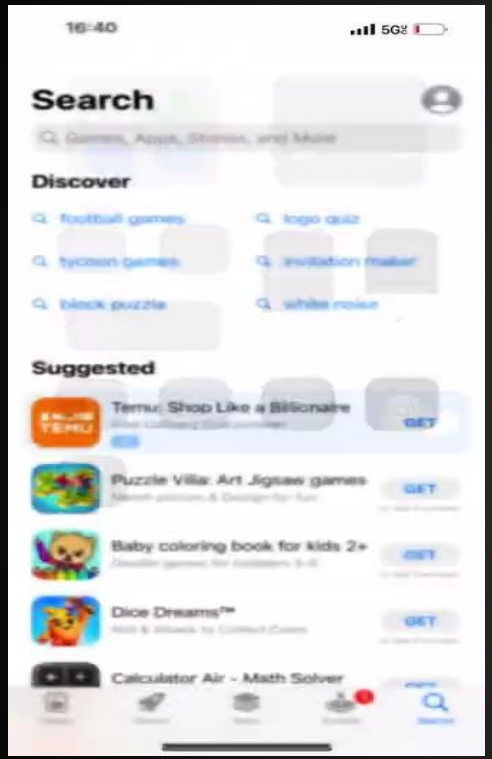
Motus App Settings

Motus Account Set Up

Submitting Forms

Completing your Motor Vehicle Record Form

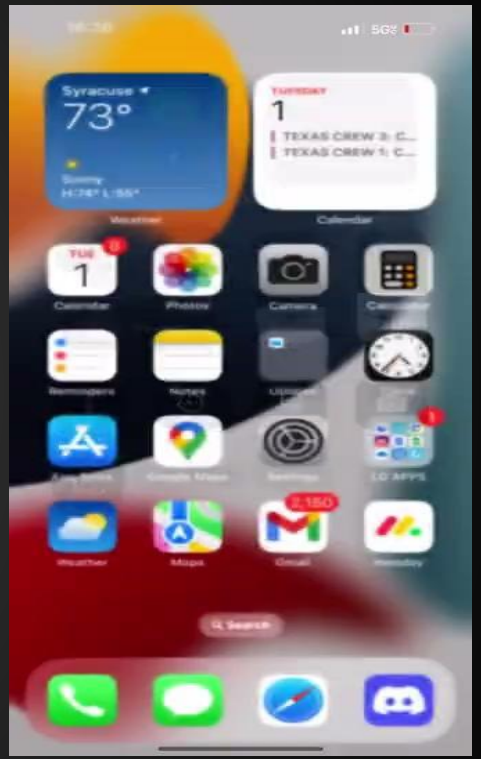
Discord



Download and create account using LuckGrove email address



Verify account via email from discord



Chose role vendor
North/ south & Fielding dept

03

Benefits



Health Benefits

45 Day Selection Window from start of employment to benefit activation on your 46th day of employment.

Excellus

EMPLOYEE WEEKLY COST (MEDICAL)				
COVERAGE TYPE	Copay 15	Copay 35	HDHP 2500	HDHP 6350
EMPLOYEE ONLY	$88.75	$78.51	$56.51	$33.77
EMPLOYEE/SPOUSE	$244.77	$224.30	$180.29	$134.83
EMPLOYEE/CHILD(REN)	$197.96	$180.57	$143.16	$104.51
FAMILY	$377.39	$348.22	$285.51	$220.72

Guardian

EMPLOYEE WEEKLY COST (DENTAL)		
COVERAGE TYPE	DENTAL - VALUE PLAN	DENTAL - NAP PLAN
EMPLOYEE ONLY	$8.27	$8.27
EMPLOYEE/SPOUSE	$16.54	$16.54
EMPLOYEE/CHILD(REN)	$15.39	$15.39
FAMILY	$25.04	$25.04

EMPLOYEE WEEKLY COST (VISION)	
COVERAGE TYPE	VISION - VSP PLAN
EMPLOYEE ONLY	$1.58
EMPLOYEE/SPOUSE	$2.85
EMPLOYEE/CHILD(REN)	$3.01
FAMILY	$4.75

EMPLOYEE WEEKLY COST (VOLUNTARY LIFE)	EMPLOYEE WEEKLY COST (DISABILITY)
Voluntary Life Cost Info*	STD & LTD Cost Info**

Contact Human Resources to complete the necessary paperwork for Health Benefits

401(k) Benefits

BLUE WATER
CAPITAL MANAGEMENT, LLC

Access to sign up for 401(k) benefits becomes available after 90 days of employment.

Contact Human Resources to set up an appointment when eligible.

Welcome to the Team!

Any Questions?

Specific Questions by Department:

- HR Questions: HR@luckgrove.com
- Payroll Questions: Payroll@luckgrove.com
- Data Collection Questions: Tbocchino@luckgrove.com

