

COMMUNICATIONS BUSINESS AIDE II

PURPOSE AND NATURE OF WORK

Positions in this class perform routine tasks related to reports prepared and surveys conducted for the Business Support Services Division of the Communications System Department. Incumbent gathers data and inputs into a variety of reports that are used in marketing and management decisions. Tasks require little interpretation and involve solving routine problems by choosing between a few clear choices which are clearly spelled out by the supervisor. Incumbents assist and work under the general direction of higher level Aides, have no supervisory duties, and report directly to the Communications Support Services Administrator.

ILLUSTRATIVE EXAMPLES OF WORK (Note: All duties performed by any single incumbent may not be listed, nor does any incumbent perform all of these examples.)

Generate reports covering a variety of aspects related to the telecommunications industry, including business and residential take rates; daily, weekly, and monthly sales data; daily cash receipts; and market penetration in new expansions. Manipulate data with basic mathematical computations and formulas. Gather information on other service providers. Oversee and participate in customer surveying; give input on refining the surveys as the needs of the Department evolve to match the communications industry. Handle directory listings for LUS Fiber customers if needed. Perform related work as required.

NECESSARY KNOWLEDGES, ABILITIES AND SKILLS

Knowledge of Communications System's products, promotions, and survey program, as well as an understanding of other Fiber Divisions as related to customer relations.

Knowledge of basic computer operations and familiarity with operating multiple applications.

Considerable knowledge of electronic spreadsheet programs, including the use of formulas.

Knowledge of word processing programs.

General knowledge of telecommunications industry.

Ability to perform basic mathematical operations on data.

Ability to extract raw data and manipulate it into useful and usable reports.

Ability to make minor modifications to existing reports.

Ability to pay attention to details and compare numbers.

Ability to communicate with and work with others well.

DESIRABLE TRAINING AND EXPERIENCE

Completion of high school, and experience in data entry, construction of reports from raw data, and general office duties; or an equivalent combination of education and experience.

COMMUNICATIONS BUSINESS AIDE III

PURPOSE AND NATURE OF WORK

Positions in this class perform moderately complex tasks related to reports, surveys, and/or insurance for the Business Support Services Division of the Communications System Department. Incumbent reviews, amends, verifies, and conducts basic analyses on gathered data in a variety of reports that are used in marketing and management decisions. Tasks require interpretation and involve solving problems to ensure data is accurate and useful. Incumbents assist and work under the general direction of a Sales and Marketing Analyst, or Communications Regulatory, Contracts, and Rates Analyst; have no supervisory duties; and report directly to the Communications Support Services Administrator.

ILLUSTRATIVE EXAMPLES OF WORK (Note: All duties performed by any single incumbent may not be listed, nor does any incumbent perform all of these examples.)

Review and amend reports and data covering a variety of aspects related to the telecommunications industry, including business and residential take rates; daily, weekly, and monthly sales data; daily cash receipts; market penetration in new expansions; and insurance coverage and training/safety programs. Manipulate data with basic mathematical computations and formulas in order to make meaningful correlations with business practices or policies and present to managers and supervisors. Audit reports for accuracy and logic. Modify existing reports to reflect any updates to products offered, etc. Identify any trends or anomalies. Review and draw basic conclusions based on information gathered from other service providers. Attend weekly marketing meetings to share information extrapolated from reports and participate in discussions; attend public-facing events on weekends and/or evenings to enhance ability to tailor reports and surveys to meet customer needs. Oversee customer surveying; provide input on refining the surveys as the needs of the Department evolve to match the communications industry. Function as project/team lead role on assignments with CBA I/II. Perform related work as required.

NECESSARY KNOWLEDGES, ABILITIES AND SKILLS

Extensive knowledge of Communications System's products, promotions, and survey program, as well as an understanding of other Fiber Divisions as related to customer relations.

In-depth knowledge of telecommunications industry, including its insurance coverage requirements.

Knowledge of basic computer operations and familiarity with operating multiple applications simultaneously.

Considerable knowledge of electronic spreadsheet programs, including the use of formulas.

Knowledge of word processing programs.

Ability to perform basic mathematical operations on data.

Ability to extract raw data and manipulate it into useful and usable reports.

Ability to make minor modifications to existing reports.

Ability to pay attention to details and compare numbers.

Ability to communicate with and work with others well.

DESIRABLE TRAINING AND EXPERIENCE

Completion of high school, and experience in data entry, construction of reports from raw data, and general office duties; or an equivalent combination of education and experience.