

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, or Communications Sales and Marketing Manager.

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 LFT 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.