Copper Valley Telephone Cooperative

Position Title: Plant Records Clerk  
Reports To: Engineering Manager

Department: Plant and Engineering Records  
FLSA Status: Non-Exempt

General Summary:
Assigns line equipment and cable pairs to customer service orders and communicates information to technicians. Answers customer trouble report calls. Provides basic troubleshooting and dispatches technicians as appropriate. Updates and maintains outside plant cable records. Records necessary information on completed service orders and forwards to Billing department. Completes customer cable location request forms. Maintains Mapcom and 911 records.

Essential Job Functions:

- Assigns line equipment and cable pairs to customer service orders and communicates information to technicians.

- Answers customer trouble report calls. Provides basic troubleshooting prior to dispatching service technicians. Maintains corresponding records and interfaces with crews regarding trouble reports and plant and customer information.

- Updates and maintains outside plant cable records from completed service orders, transfer sheets, as well as outside plant and central office additions.

- Records necessary information on completed service orders and forwards to Billing Department. Completes special billings for Copper Valley Solutions, outside plant cable cuts and trouble ticket charges.

- Completes customer cable location request forms.

- Maintains Mapcom records as redlined by technicians. Maintains and updates 911 records for Valdez and Matsu Borough.

- Maintains modem inventory and provisions modems for DSL customers.

- Processes MUS documents from plant crew and forwards to accounting office. Maintains cable inventory and cable reel numbering system.

- Serves as back-up for Purchasing Clerk and Engineering Clerk as needed.

- Performs all other related duties as assigned by management.*

*These tasks do not meet the Americans With Disabilities Act definition of essential job functions and are usually less than 5% of time spent. However, these
tasks still constitute important performance aspects of the job.

**Knowledge, Skills, and Abilities:**

- Knowledge of rural cooperative telephone company operations.
- Knowledge of telephone terminology.
- Knowledge of company policies and procedures.
- Knowledge of company products and services.
- Skill in operating various office equipment such as personal computer, postage machine, fax machine, copier, shredder, calculators, various software programs, email, and telephone systems.
- Skill in reading and understanding Mapcom system maps.
- Skill in dealing with difficult customers.
- Skill in oral and written communication.
- Skill in operating Microsoft applications including Word, Excel, Outlook, and Explorer.
- Ability to communicate with customers, employees, and various business contacts in a professional and courteous manner.
- Ability to manually and electronically file computer documents, service requests, and other documents alphabetically or numerically.
- Ability to organize and prioritize multiple work assignments.
- Ability to work with frequent interruptions.
- Ability to type a minimum of 45 wpm.
- Ability to maintain confidentiality.
- Ability to sit in front of a computer monitor and type or enter data for long periods of time.
- Ability to access files in cabinets ranging from floor level to overhead.
**Education and Experience:**

High School diploma or equivalent plus four years of experience working in an office environment.

**Physical Requirements:**

<table>
<thead>
<tr>
<th>PHYSICAL REQUIREMENTS</th>
<th>0-24%</th>
<th>25-49%</th>
<th>50-74%</th>
<th>75-100%</th>
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<tbody>
<tr>
<td>Seeing:</td>
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<td>Must be able to read computer screen</td>
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<td>and various reports.</td>
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<td>Hearing:</td>
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<td>Must be able to hear well enough to</td>
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<td>communicate with employees and industry</td>
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<td>contacts.</td>
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<tr>
<td>Standing/Walking:</td>
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<tr>
<td>Climbing/Stooping/Kneeling:</td>
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<td>Lifting/Pulling/Pushing:</td>
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<td>Must be able to lift and transport</td>
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<td>materials weighing up to 10 lbs.</td>
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<td>Fingering/Grasping/Feeling:</td>
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<td>Must be able to write, type, and use</td>
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<td>phone system.</td>
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**Working Conditions:**

This factor measures the surroundings or physical conditions under which a job must be done and the extent to which those conditions make the job disagreeable. Consider the presence and relative amount of exposure to dust, dirt, heat, fumes, contaminants, cold, noise, vibration, wetness, etc.

Good working conditions with the absence of disagreeable conditions.

**Note:** The statements herein are intended to describe the general nature and level of work being performed by employees, and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.