

## Copper Valley Telephone Cooperative

Position Title: Operations & Engineering Clerk	Department: Engineering Department
Reports To: Director of Telecom Operations	FLSA Status: Non-Exempt

### **General Summary:**

Responsible for communications with other carriers regarding ASR and CAB inquiries. Coordinates the flow of ASRs. Maintains ASR calendar. Inputs carrier-related service orders. Maintains and updates work order log. Serves as an administrator to plant records in various database systems. Provides clerical support to Engineering Department. Serves as back-up to Plant Records Clerk.

### **Essential Job Functions:**

- Responsible for communicating with other carriers regarding ASR inquiries. Coordinates and expedites the flow of ASRs. Ensures ASRs are correctly submitted and timeframes are verified. Maintains ASR scheduling and informs others of deadlines and other important dates.
- Inputs carrier-related service orders that reflect recurring and non-recurring charges and billing information.
- Maintains and updates engineering files, includes but not limited to organizing current Work Orders, site, equipment, right-of-way, product information and other files as required. Distributes and files all work order packets for closing. Enters new work orders into the billing system and creates all folders and filing systems for new work orders for CVW, CVLD and CVTC. Digitizes all redlines and as-builts for circuits to the billing and mapping systems.
- Develops and maintains plant facility documentation, procedures and records as required and approved by the Engineering Manager.
- Maintains and serves as administrator to various database systems such as plant records & the mapping system.
- Updating of attribute files and data base management including continuing property records.
- Researches and prepares information from the billing system, mapping systems, and other databases for regulatory reporting or as needed.
- Processes utility permitting and payment requests for Engineering Department.
- Serves as a back-up to Plant Records Clerk as needed.
- Answers incoming calls and responds promptly and accurately to customer

questions and requests. Notifies the Engineering Manager of escalated issues.

- Performs clerical functions for the Engineering Department including filing, correspondence and the completion of various forms.
- 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 telecommunication technology.
- 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, various software programs, email, and telephone systems.
- Skill in oral and written communication.
- Skill in operating Microsoft applications including Word, Excel, PowerPoint, Outlook, and Explorer.
- Ability to communicate with customers, employees, and various business contacts in a professional and courteous manner.
- Ability to organize and prioritize multiple work assignments.
- Ability to work in a fast paced environment with minimal supervision.
- Ability to type a minimum of 45 wpm.
- Ability to maintain total 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 6 months of experience providing administrative or clerical support in a business setting. Technical or vocational training in office administration or related field preferred.

**Physical Requirements:**

PHYSICAL REQUIREMENTS	0-24%	25-49%	50-74%	75-100%
Seeing: Must be able to read computer screen and various reports.				X
Hearing: Must be able to hear well enough to communicate with employees and industry contacts.				X
Standing/Walking:	X			
Climbing/Stooping/Kneeling:	X			
Lifting/Pulling/Pushing: Must be able to lift and transport materials weighing up to 20 lbs.	X			
Fingering/Grasping/Feeling: Must be able to write, type, and use phone system.				X

**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.