

# TOHONO O'ODHAM UTILITY AUTHORITY

## Position Description Telephone Service Representative

Department:	Telephone
Reports To:	Sr. Operations Assistant & Regulatory Aide
FLSA Status:	Nonexempt
Shift:	8:00 am - 4:30 pm
Salary Level:	5
Prepared By:	Tohono O'odham Utility Authority
Approved By:	Mike Bethurem, General Manager
Approved Date:	06/26/2019

### SUMMARY

Primary responsibility is to provide service, information and assistance to residential, business and or prospective customers; for Telephone, Internet and Cellular services. Support and oversee the office area with the daily duties and responsibilities.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following but not limited to, other duties may be assigned.

- Greets visitors, ascertains nature of business and conducts visitors to employer or appropriate person.
- Assist the Telephone Services area to insure that the needs of customers are met and delivered accurately and in a timely manner.
- Have knowledge of all services available and offered, be able to respond to public inquires on the selection and availability of services.
- Provide training for customers on the use of all equipment and service sold.
- Assist and develop marketing material for events and customer interaction.
- Assist in preparing, issue and distribute service orders as required for residential and business requests.
- Assist in the planning and implementation of new products and services.
- Provide input on strategies to increase the use and sales of equipment and services.
- Composes, types and files routine correspondence and other records.
- Locates appropriate information requested by management or appropriate officials.
- Keeps abreast with trends and uses of social media.
- Attend various educational and promotional events to discuss and educate business and or community leaders and members.

### QUALIFICATIONS

- To perform the job successfully, an individual must be able to perform each essential duty satisfactorily.
- Individual must be outgoing and outspoken.
- Have great customer service and sales experience.

# TOHONO O'ODHAM UTILITY AUTHORITY

## Position Description Telephone Service Representative

- Have some supervisory skills and experience. Be able to cross-train with other areas in the department.
- The requirements listed below are representative of the knowledge, skill and/or ability required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Required personal characteristics includes: a team player, high integrity, good personal habits, regular work attendance, courteous and friendly, able to work well with diverse groups of people, and ability to gain and maintain the respect of others.

### **EDUCATION and/or EXPERIENCE**

- High school diploma or GED
- One year related experience and/or training; or
- Equivalent combination of education and experience.

### **LANGUAGE SKILLS**

- Ability to read, analyze and interpret common scientific and technical journals, financial reports and legal documents.
- Ability to respond to common inquiries or complaints from customers, regulatory agencies or members of the business community.
- Ability to effectively present information to top management, public groups and or boards of directors.
- Prefer ability to converse in the Tohono O'odham language.

### **MATHEMATICAL SKILLS**

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference and volume.
- Ability to apply concepts of basic algebra and geometry.

### **REASONING ABILITY**

- Ability to solve practical problems and deal with variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Driver's License

### **OTHER SKILLS AND ABILITIES**

- Have great customer service, sales and marketing skills.
- Should be ten (10) key proficient.
- Must be computer literate and familiar with a variety of software packages.
- Should have excellent typing skills and be capable of accurately producing forty (40) words per minute.

# TOHONO O'ODHAM UTILITY AUTHORITY

## Position Description Telephone Service Representative

### **PHYSICAL DEMANDS**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to sit; use hands and fingers, handle, or feel objects, tools or controls and talk or hear.
- The employee must occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

### **WORK ENVIRONMENT**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually moderate.