



JOB DESCRIPTION

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Job Title: Office Assistant -Student
Department: Customer Service
FLSA Status: Non-Exempt
Reports To: Customer Support Supervisor
Location: Willcox
Approved By: Lana Estes
Approved Date: 4/11/2022

GENERAL PURPOSE OF JOB

Serves as primary support to the customer service department by providing various routine clerical duties and assisting team members with projects.

ESSENTIAL DUTIES AND RESPONSIBILITIES (*May include but are not limited to the following. Other duties may be assigned.*)

- Greet and direct customers entering establishments and notify company personnel of visitor arrival.
- Actively encourages teamwork, open communication, and cooperative interaction by promoting a positive work environment that reflects the company's mission, values, and management goals.
- Answer, screen, and direct incoming telephone calls to appropriate departments.
- Copy, sort, and file records related to the activities and business transactions.
- Help with customer care specialist projects as needed.
- Receive payment by cash, check, and credit cards. Balance daily cash drawer.
- Maintain clean and orderly work area.
- Assist with data entry projects.
- Assist with records maintenance and clean-up.
- Compile and maintain non-monetary reports and records.
- Accurately convey customer requests and orders to necessary departments.
- Accurately record and maintain customer information in customer files.
- Accurately compile data.
- Handle all information in an unbiased and confidential manner.
- Maintain accurate inventory control.
- Provide customer service to all departments.
- Performs other related duties as assigned.

EDUCATION and EXPERIENCE

Current full-time high school student. Must be going into Senior year. Minimum 16 years of age.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Bi-lingual in Spanish and English is desirable and may be required depending on office location and staffing needs.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, proportions, percentages, and volume.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

COMPUTER EXPERIENCE

Intermediate personal computer skills including electronic mail, word processing, spreadsheet, database activity, etc. Microsoft Word and Excel experience is desirable but not essential.

PLANNING/ORGANIZATION

Be able to prioritize tasks, handle multiple tasks and projects simultaneously.

CERTIFICATES, LICENSES, REGISTRATIONS

Must have and maintain possession of a valid driver’s license.

CONTACTS

Works with all departments and employees of Valley TeleCom Group. Works with vendors, businesspeople and customers.

PHYSICAL/ENVIRONMENTAL DEMANDS

PHYSICAL DEMANDS	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand	___	___	<u>XXX</u>	___
Walk	___	<u>XXX</u>	___	___
Sit	___	___	___	<u>XXX</u>
Use hands to feel	___	___	___	<u>XXX</u>
Reach with hands and arms	___	___	<u>XXX</u>	___
Climb or balance	___	<u>XXX</u>	___	___
Stoop, kneel, crouch, or crawl	___	<u>XXX</u>	___	___
Talk or hear	___	___	___	<u>XXX</u>
Taste or smell	<u>XXX</u>	___	___	___

WEIGHT	Amount of Time			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Lifting and/or carrying				
Up to 10 pounds	___	___	___	<u>XXX</u>
Up to 25 pounds	___	___	<u>XXX</u>	___
Up to 50 pounds	___	<u>XXX</u>	___	___
Up to 100 pounds	<u>XXX</u>	___	___	___
More than 100 pounds	<u>XXX</u>	___	___	___

WORKING CONDITIONS

Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.

PHYSICAL ACTIVITY LEVEL

Light physical activity performing non-strenuous daily activities of an administrative nature.

MANUAL DEXTERITY

Manual dexterity sufficient to reach/handle items, work with hands and operate a keyboard.

WORK SCHEDULE

Regular (40 hours per week) with possible split days off subject to company policies. It is also possible that this job will be required to work fewer or more hours during any given week.

VISION (Any or all will be required to perform the functions of this position.)

- Close Vision (clear vision at 20 inches or less)
- Distance vision (clear vision at 20 feet or more)
- Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)
- Peripheral vision (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)
- Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)

NOISE

Moderate noise (examples: business office with computers and printers, light traffic).

TRAVEL

Periodically be able to report to other Valley TeleCom Group office locations. Minimal overnight travel (up to 10%) by land and/or air.