



JOB DESCRIPTION

Job Title: Office Assistant – Student Job Description
Department: Customer Service
FLSA Status: Non-Exempt
Reports To: Customer Support Supervisor
Location: Willcox
Approved By: Lana Estes

Summary

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 a 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.
- Provide customer service to all departments.
- Performs other related duties as assigned.

Knowledge of:

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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.

Mathematical Skills

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

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.

Ability to:

- **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.

Certificates

- Must have and maintain possession of a valid driver's license issued by the state of Arizona. (Preferred)

Education and/or Experience

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

Physical/Environmental Demands

Physical Activity Level

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

- **Stand:** 1/3rd to 2/3rds of the time.
- **Walk:** Under 1/3rd of the time.
- **Sit:** Over 2/3rds of the time.
- **Use of hands to feel:** Over 2/3rds of the time.
- **Reach with hands and arms:** 1/3rd to 2/3rds of the time.

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- **Climb or balance:** Under 1/3rd of the time.
- **Stoop, kneel, crouch or crawl:** Under 1/3rd of the time.
- **Talk or hear:** Over 2/3rds of the time.
- **Taste and smell:** None
- **Ability to lift and/or carry up to 10 pounds:** over 2/3rds of the time.
- **Ability to lift and/or carry up to 25 pounds:** 1/3rd to 2/3rds of the time.
- **Ability to lift and/or carry up to 50 pounds:** under 1/3rd of the time.
- **Ability to lift and/or carry up to 100 pounds:** None
- **Ability to lift more than 100 pounds:** None

Working Conditions

- **Environment:** Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation.
- **Physical Activity Level:** Light physical activity performing non-strenuous duties. ...
- **Manual Dexterity:** Manual dexterity sufficient to reach/handle items, work with hands and operate a keyboard.
- **Noise:** Moderate noise (examples: business office with computers and printers, light traffic).

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.
- **Adjust Focus:** Ability to adjust the eye to bring an object into sharp focus.

Contacts

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

Work Schedule/Hours

- 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.

Travel

- Will be required to report to other Valley TeleCom Group offices and various locations as assigned. Minimal overnight travel (up to 10%) by land and/or air.