

Job Title: Office Assistant
Job Title Code: 9156
Wage Scale: 10

A. JOB RESPONSIBILITIES

Responsibilities may include but are not limited to the following:

1. Performs somewhat varied duties in accordance with standard procedures; requires a familiarity with the terminology of the office unit; and requires some independent judgment and knowledge related to operations.
2. Selects from a wide variety of procedures or makes simple adaptations and interpretations of a large number of resources.
3. Prepares and analyzes administrative reports; creates and produces routine and ad hoc reports from mechanized systems.
4. Handles customer and/or employee inquiries regarding departmental services and functions; takes appropriate action.
5. Posts to various books and journals; balances a restricted group of accounts to controlling accounts.
6. Updates and maintains various databases and records (i.e., Cable Facility Charts) and resolves discrepancies requiring limited independent analysis.
7. Prepares and maintains records and reports pertaining to budget, planning, estimates, specifications, drawings and construction work prints; prepares loop make-ups for special service circuits; performs various cost and unit computations.
8. Interprets technical documents such as Network orders, service orders, outside plant engineering drawings, WORD, WFA, and LMOS documents; determines appropriate account codes, plant items and work task codes for work operations; and prepares input media from technical documents to create and maintain mechanized databases.
9. Monitors incoming call volume utilizing mechanized force scheduling system, makes necessary adjustments, records open/closed key time and relays available closed key time according to established guidelines or as directed in some assignments.
10. Operates a variety of mechanized systems, office and business machines to perform work functions such as personal computers and associated software, electronic accounting machines, check encoding machines, posting machines, key scan and key entry systems, check handling equipment, facsimile machines, copiers, printers, and scanners.

A. JOB RESPONSIBILITIES (Continued)

11. Performs other various duties in connection with work assignments such as word processing and data entry; maintaining time and material records; maintaining supplies and inventories; filing; making travel and conference arrangements; creating and updating spreadsheets; and drawing and producing graphics via application software.
12. Works confined to a work position for an extended time period and works mostly in one stationary position in some assignments.
13. Administers employment and/or selection tests as required by certain assignments.
14. Quotes rates and sells basic telephone equipment; verifies customers' credit; enters customer information into mechanized system; and handles customer payments in some assignments.
15. Lifts and moves loads up to 60 pounds in some assignments.

B. BASIC QUALIFICATIONS

Candidates must meet the following minimum qualifications:

Testing	Training	Other Requirements
See Non-Management Job Title Test Matrix and Test Study Guides (www.asisvcs.com/bellsouth/testtips.html)	The following must be satisfactorily completed for title retention: ✓ On-the-job and/or classroom training as required	✓ Satisfactory performance and attendance in present job. ✓ Satisfactory background investigation.

C. GENERAL WORKING CONDITIONS/PHYSICAL REQUIREMENTS

Successful candidates require the ability to:

- ✓ Normally work Monday through Friday with overtime and weekend work as required. Tour length will be 7 1/2 hours.
- ✓ Work in a mechanized office environment using personal computers and related software. Work to meet stringent deadlines in some assignments.
- ✓ Lift and move loads up to 60 pounds in some assignments.

D. ADDITIONAL FACTORS TO BE CONSIDERED

- ✓ Previous training or experience in this area.
- ✓ Knowledge of company processes and mechanized systems.
- ✓ Computer experience and proficiency with computer software.

Individuals holding this job title may be required to perform the above job duties with or without "reasonable accommodations."