



City of Phoenix

TELECOMMUNICATIONS SERVICES ASSISTANT

JOB CODE 74230

Effective Date: Rev. 01/09

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to update and maintain the computerized telecommunications equipment inventory, long distance call management system, and billing verification for Citywide telecommunications services. Duties also include supervising Telecommunications Aides. Work is performed with considerable independence and is reviewed after completion by the telephone systems manager for adherence to stated procedures and attainment of desired results.

ESSENTIAL FUNCTIONS:

- Supervises, evaluates, and assists in the work of Telecommunication Aides;
- Prepares and distributes monthly department/division telecommunications costs and detail reports;
- Sorts the database to ensure accurate monthly report generation and subsequent cost generation and allocation;
- Supervises and directs the update, maintenance, and backup procedures for the City's computerized financial system;
- Supervises validation and reconciliation of all telecommunications bills;
- Supervises assignments of the monthly non-recurring telecommunication costs;
- Maintains regular and reliable attendance;
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity;
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Operation of billing systems.
- Principles and practices of personnel management and supervision.

Ability to:

- Perform a broad range of supervisory responsibilities over others.



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- Schedule activities to ensure meeting varied deadlines associated with bill validation, verification, and payment processing.
- Supervise entry of data or information into a terminal, PC, or other keyboard device.
- Communicate orally with co-workers, customers, clients, and the public using a telephone and a group setting.
- Supervise the definition and segregation of information received from vendors by account code and type of charges for database entry.
- Make limited decisions as to the applicability of specific charges contained in billing documents without reference to managerial personnel.
- Produce written documents in English language using proper sentence structure, grammar, spelling, and punctuation.
- Work cooperatively with employees and the public.

Additional Requirements:

- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment, or shift.
- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.

ACCEPTABLE EXPERIENCE AND TRAINING:

Four years of responsible accounting experience including experience in the telecommunications industry performing or supervising service order activity for complex services. Other combinations of experience and education that meet the minimum requirements may be substituted.