



City of Phoenix TELECOMMUNICATIONS AIDE

JOB CODE 74270

Effective Date: Rev. 12/03

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to be responsible for the ongoing verification, reconciliation, and maintenance of telephone billing information for services and equipment used by the City. Work is performed with a great deal of independence and is reviewed by the Telecommunications Services Assistant after completion for adherence to established standards and attainment of desired results.

ESSENTIAL FUNCTIONS:

- Assists with the preparation of vendors list and maintains vendors list on the computer;
- Receives, sorts, and files bills from all telecommunications vendors;
- Verifies billing from all telecommunications vendors for completeness and accuracy;
- Negotiates billing adjustments with vendors as needed;
- Prepares equipment records for telecommunications equipment in use and maintains same on the City's financial system;
- Codes long distance charges for billing to proper using departments;
- Maintains and updates inventory of special service circuits;
- Maintains City telecommunications equipment service records and services to include location, user, index code, and status of toll restriction;
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Accounting practices.
- Sophisticated telecommunications products and services.

Ability to:

- Schedule activities to ensure compliance with established deadlines for reports.



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- Open, sort, separate, arrange, date stamp, file and distribute mail and other materials.
- Perform physical inventory.
- Communicate orally in the English language with customers, clients, and the public using a telephone or in a one-to-one or group setting.
- Enter data or information into a terminal, PC, or other keyboard device.
- Work cooperatively with others.

Additional Requirements:

- Some positions will require the performance of other essential or marginal functions depending upon work assignment, location, or shift.

ACCEPTABLE EXPERIENCE AND TRAINING:

Three years of bookkeeping and clerical accounting experience, involving detailed invoicing, reconciliation, maintenance of centralized accounting procedures, and report generation, and including one year of experience in the telecommunications industry performing billing/inventory functions. Other combinations of experience and education which meet the minimum requirements may be substituted.