

TELECOMMUNICATIONS CUSTOMER SERVICE REPRESENTATIVEDEFINITION

Under general supervision, perform a variety of duties to maintain the integrity of the City's extensive telecommunications network, assist City employees to resolve telecommunications problems and perform varied general office and data entry functions.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

Works closely with City Telecommunications Coordinator and telephone technicians to maintain the integrity of the City's telecommunications network. Provides quality customer service to City Agencies/Departments to assist in resolving telecommunications problems. Receives and logs requests for repairs and modifications to the City's private digital telecommunications system and network, including voice, data, facsimile and network services. Prepares and distributes work orders to the City's telephone technician for repairs and modifications to the City's telecommunications system and network. Exercises independent judgement within established guidelines to prioritize service requests and dispatch work. Works with and coordinates schedules for contracted technicians and City staff. Maintains a database of repair and modification activity. Compiles data summaries and statistical reports. Monitors telephone repairs and service maintenance contracts and processes telephone utility bills for payment. Maintains the telecommunications call accounting system. Maintains database of telephone lines and data circuits supplied to the City by its various telecommunications providers. Performs data entry and general office functions. Batches, enters and verifies data using a personal computer and UNIX DCR System in accordance with predetermined procedures and formats. Inputs data into the online Lawson Financial System. Contacts users regarding scheduling of jobs. Assists users to resolve issues regarding data entry input. Distributes reports to various departments. Performs other related duties as required.

DISTINGUISHING FEATURES OF THE CLASS

This is a single position classification in a highly specialized clerical support function. The position differs from other clerical classes in that it requires skill in the operation of the UNIX DCR system, rather than typical Words Per Minute required in other classes. Additionally, this class differs from other clerical classes as well as "data entry" clerical classes in that it requires knowledge of telecommunications sufficient to serve as a "help desk" in that area.

RECOMMENDED MINIMUM QUALIFICATIONS

Education and experience equivalent to graduation from high school, supplemented by three years of high speed data entry and varied office clerical work or any equivalent combination of training and experience which provides the following knowledge, skills and abilities.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: on-line terminals, microcomputers, general clerical procedures including coding, filing and comparing information; modern office practices and procedures.

Skill in: the operation of UNIX DCR System (10 key alphanumeric data entry system) at a corrected rate of 8,000 keystrokes per hour.

Ability to: manipulate electronic devices, computers and keyboards; prioritize complex technical trouble calls and service requests; communicate effectively orally, in writing or on telephone calls with significant background noises; exercise tact and poise to deal effectively with a wide variety of people, including other employees, outside vendors and the public.

SPECIAL REQUIREMENTS

Must have a valid California Class C Driver's License and be able to lift and transport loads up to 40 pounds at the time of appointment.

CHARACTERISTICS OF SUCCESSFUL PERFORMERS

Successful performers combine strong interpersonal skills with the ability to identify and resolve problems. They possess excellent clerical and organizational skills and are confident in applying independent judgement based upon knowledge gained through experience. They are versatile, work well independently or as part of a team, and readily adjust from a problem solving to a procedurally defined workmode.

Class title established per Council Resolution No. 99-023,
effective 7-1-99

ADA Approved: 6/00