

## Lead Combination Technician Activities:

### Daily:

1. Clock in on Time Card Plus with appropriate job code
2. Do a walk around inspection of vehicle to be driven that day. Verify tires in good order and report any safety issues to manager. Record and report mileage to manager.
3. Attend and participate in daily safety meeting.
4. Line out days work for Combination Technician, Mechanic/Operator, and facilities Maintenance Technician.
5. Check email. Check TMS for any pending service orders.
6. Check boilers in ATU housing units (winter).
7. Clock out on Time Card Plus at end of day.

### Additional daily activities depending on work load requirements:

1. Program new services and troubleshoot problems for ATU, WCB, ACV, and WCC in Taqua T7000 switch, Calix, Hydra Administration, and Lemko.
2. Install or troubleshoot CAT 5 wire, molding, and jacks for ATU, WCB, and ACV.
3. Install, splice, locate, and troubleshoot buried fiber optic and copper cable.
4. Install and troubleshoot ONTs and power supplies.
5. Plow snow on ATU property.
6. Operate backhoe, forklift, trencher, compressor, jack hammer, concrete saw, etc.
7. Adjust IPTV satellite dish after high winds.
8. Assist and supervise contractors, make sure they are working safely, complying with AEE policy.
9. Fixes fences and gates.
10. Assist Adak Manager as needed
11. Clean Telex, empty trash.
12. Pick up air freight.
13. Fill in for Adak Manager in his absence
14. Read and edit OSP drawings.
15. Work ASRs and create circuit drawings.

### Weekly activities

1. Review weekly vehicle inspection checking fluid levels, tire pressure, brakes, lights, etc.
2. Review weekly inspection of Telex and Executive House generators, checking fluid levels.
3. Check WCC White Alice site to make sure it is secure.

### Annual activities

1. Do Employee Performance Reviews.

## **Mechanic (Lead)**

This position responsible for operating and mechanic services to equipment in a safe and effective manner. Operate all heavy equipment in according to all relevant legislation, policies and procedures.

### **I. Essential Job Duties and Responsibilities:**

The position of a **Lead Mechanic** relates to mostly construction. Main duties of this position is preparing, repairing, and operating vehicles. Heavy machinery is used in daily business. This position is a skilled position and requires more skill in equipment operation, i.e. excavation near utilities. Working conditions include restricted movement, intense noise, extreme temperatures, dirty environment, lifting or carrying heavy objects.

- A. Operate and drive straight or articulated trucks, weighing over 4600 kg with three or more axles to transport goods and material to destinations.
- B. Operates heavy equipment such as cranes, graders, and bulldozers, backhoes, front-end loaders, forklifts, tractor-trailers, tractors, boom, bucket, water, and dump trucks, lawnmowers, jackhammers, chain saws, trenchers, generators, compressors, tampers, rollers, cement saws, core drills, augers, and sandblaster; uses hand tools.
- C. Conducts trouble shooting/evaluations on the related equipment problems and recommends counter measure to such problems.
- D. Familiarized with the different types of brake systems as ABS, pneumatic and hydra pneumatic.
- E. Familiarized with the different types of clutches as hydraulic hydra pneumatic and automatic.
- F. Assist in the preparation of Mechanical Maintenance work procedures.
- G. To support of Company EHS and Quality policies and programs.
- H. Services and performs general and preventative maintenance on equipment.
- I. Transports and delivers materials.
  
- J. Gather all Monthly meter readings to properly monitor actual running hours.
- K. Monitor and maintain the health of all the equipment under his responsibility.
- L. Clean heavy equipment as scheduled and/or required.
- M. Ensure heavy equipment is safely and securely stored.
- N. Advise the Company of any requirements for maintenance or repairs.
- O. Participate in routine maintenance.
- P. Promptly responds to an emergency call even after regular working hours or even during rest days or holidays when required.
- Q. Performs daily safety and good housekeeping programs.
- R. Installs and maintains signs and fencing.
- S. Performs maintenance and grounds excavation work.
- T. Remove snow from streets, walks, and parking lots.
- U. May coordinate laborers and temporaries.

- V. Oversee all aspects of vehicles, such as condition of equipment, loading and unloading, and safety and security of cargo.
- W. Perform emergency roadside repairs.
- X. Compiles and maintains complete equipment history records of all engines and running equipment under his area of responsibility.
- Y. Other Duties as assigned
- Z. Must maintain confidentiality of AEE and its Subsidiaries business on and off the job.
- AA. Must be knowledgeable about and comply with company policies and procedures, including safety procedures as described in the company safety manual.
- BB. Must maintain regular attendance.
- CC. Must have a demonstrated rapport and an excellent reputation with customers and coworkers.
- DD. Must demonstrate a high level of productivity with minimal supervision.
- EE. Must show a positive impact on coworkers and demonstrated loyalty to the success of company.
- FF. Take on job responsibilities of individuals that are absent as appropriate.
- GG. Must be available to work extended hours if needed.

**Company Wide Duties and Responsibilities:**

**Mission:** "To be true to our customer's culture, promote innovation, and to employ fast-changing technology to meet the needs of the community."

**Health, Safety, Security:**

- A. Responsible for following policies and procedures related to health, safety and security, identifying potential risks, communicating known hazards, and for acting responsibly regarding personal and co-worker health, safety and security.

**II. Skills, Experience, and Education:**

**A. Knowledge, Skills, and Abilities**

1. Knowledge of heavy equipment operation techniques.
2. Skill in heavy equipment operation.
3. Skill in both verbal and written communication.
4. Team building skills.
5. Analytical and problem solving skills.
6. Decision making skills.
7. Stress management skills.
8. Time management skills.
9. Precision and detail oriented.
10. Follows directions closely.
11. Mechanical aptitude.
12. Good hand-eye coordination.
13. Practice workplace safety.

14. Intimate knowledge of reading and interpretation of schematic, logic, P & I drawings.
15. Knowledge of truck and equipment safety.
16. Knowledge of equipment maintenance and storage.
17. Knowledge of utility construction and maintenance techniques procedures.
18. Operation of valves, levers, hand wheels and other controls on the machines.
19. Safety and maintenance protocol.
20. Good knowledge in hydraulic, pneumatic system and circuit.
21. Recognize and repair failure mechanisms in materials.
22. Good knowledge in HPI high pressure injection related to the diesel engine.
23. Knowledge of different type of HVAC system.

**B. Experience**

Three years of mechanic and heavy equipment operation experience; OR, Any equivalent combination of experience and/or education from which comparable knowledge, skills, and abilities have been achieved.

1. Individual must possess a computer proficiency in a Windows environment, with experience using MS Office products, especially Excel.
2. Individual must have good mathematical skills and pay close attention to detail.
3. Office/record-keeping experience, preferably in telephone operations.
4. Familiarity with automated records system, computers, and basic office machines.

**C. Education**

1. Minimum High School diploma required, some college preferred.
2. Plus Mechanical based apprenticeship training, which should be a three to five year vocational credential.

**III. Position Reporting Relationship**

The following positions report to you:

1. N/A

You report to the following:

1. Adak Manager

Internal Relationships (People with whom you interact):

1. Employees and Managers within every department

List External Reporting Relationships:

1. Vendors
2. Customers

**IV. Working Conditions:**

**Work Environment:**

1. Work is performed in a well lighted and temperature controlled setting.
2. The office is arranged for easy accessibility to necessary office equipment which is required to complete the job responsibilities.

**Physical Demands:**

3. Must possess visual acuity, oral communications skills, and appropriate hearing acuity.
4. Must be able to lift 50 pounds on an infrequent basis.
5. Must be able to bend, kneel and ambulate up and down stairs.

**Additional Information:**

Many task/job duties are done outside in nearly every type of climate. The Lead Mechanic/Heavy Equipment Operator has a physically strenuous and demanding job. He/she will be lifting, pulling and managing heavy equipment and objects. The Lead Mechanic/Heavy Equipment Operator must ensure that all activities are completed in a safe and efficient way. He/she may at times be exposed to dangerous and/or toxic substances and must take necessary precautions to protect eyes, nose and skin from irritation and infection. The Lead Mechanic/ Heavy Equipment Operator may work independently and is expected to maintain a schedule of work. Any problems or inconveniences may result in increased stress to complete tasks in a limited time.

**Mental Demands:**

1. Must take the initiative to resolve problems, handle conflict, make effective decisions in a timely and courteous manner, accept responsibility, and actively plan and organize work.
2. Requires the ability to be attentive, accurate and maintain concentration and be able to learn a variety of tasks.
3. Must possess the initiative to stay current on skills and industry standards.
4. Must work effectively in stressful situations.
5. Maintain complete confidentiality of company financial data.
6. Must have skills in being attentive to financial details with accuracy.
7. Must be flexible in both transferring skills to other areas and performing a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.

**Resources Available:**

1. Personal computer, printers, adding machine, fax machine, copier, telephone.
2. Training courses available through local community colleges.
3. On-the-job training
4. Books/CD's/Reference materials

**v. Evaluation Criteria:**

- A. Ability to perform the duties and responsibilities of the position.
- B. Skill levels.
- C. Adherence to company policies, procedures, and directives.
- D. Compliance with the employee handbook.
- E. Determine issues that need to be brought before management.
- F. Initiative to increase job knowledge and skills.
- G. Exhibited work place attitude.
- H. Willingness to recognize and accept positive and negative feedback.
- I. Works well with fellow employees and is receptive to their ideas and suggestions.
- J. Stays abreast of new technologies and services.

**vi. Advancement Potential:**

Although the company is small, with initiative and through the use of available training and educational assistance options, lateral transfers and vertical advancements are possible. This description is intended to provide an overview of the intended job content and performance requirements of the position and is not the exclusive standards of the position.

The employee in the position will be expected to perform other duties. This description may change over time. The existence or content of this document cannot be construed to represent an actual or implied contract of employment.

**Facilities Maintenance Technician**

This position responsible for structure and mechanic services to equipment in a safe and effective manner. Maintains the buildings and grounds. Constructs out buildings and storage sheds.

**I. Essential Job Duties and Responsibilities:**

- A. Maintenance Includes
  - 1. Welding
  - 2. Machining
  - 3. Machine and Equipment Repairs
  - 4. Carpentry
  - 5. Electrical Work
  - 6. Plumbing
  - 7. Painting
- B. Conducts trouble shooting/evaluations on the related building and equipment problems and recommends counter measure to such problems.
- C. Checks blue prints, repair manuals, and parts catalog
- D. Assist in the preparation of Mechanical Maintenance work procedures
- E. Services and performs general and preventative maintenance on buildings and equipment.
- F. Transports and delivers materials.
- G. Monitor and maintain the health of all the equipment under his responsibility
- H. Clean equipment as scheduled and/or required
- I. Ensure equipment is safely and securely stored
- J. Advise the Company of any requirements for maintenance or repairs
- K. Participate in routine maintenance
- L. Promptly responds to an emergency call even after regular working hours or even during rest days or holidays when required
- M. Performs weekly safety and good housekeeping programs
- N. Installs and maintains signs and fencing
- O. Performs maintenance and grounds excavation work
- P. May remove snow from streets, walks, and parking lots
- Q. May coordinate laborers and temporaries
- R. Oversee all aspects of buildings and vehicles, such as preventions, conditions, repairs
- S. Perform emergency roadside repairs
- T. Obtain special permits and other documents required to complete projects
- U. Record cargo/inventory information, distance travelled, fuel consumption and other information in log book or on on-board computer
- V. Compiles and maintains complete equipment history records of buildings and equipment under his area of responsibility
- W. Other Duties as assigned
- X. Must maintain confidentiality of AEE and its Subsidiaries business on and off the job.
- Y. Must be knowledgeable about and comply with company policies and procedures, including safety procedures as described in the company safety manual.
- Z. Must maintain regular attendance.
- AA. Must have a demonstrated rapport and an excellent reputation with customers and coworkers.
- BB. Must demonstrate a high level of productivity with minimal supervision.
- CC. Must show a positive impact on coworkers and demonstrated loyalty to the success of company.
- DD. Take on job responsibilities of individuals that are absent as appropriate.
- EE. Must be available to work extended hours if needed.

**Company Wide Duties and Responsibilities:**

**Mission:** "To be true to our customer's culture, promote innovation, and to employ fast-changing technology to meet the needs of the community."

**Health, Safety, Security:**

Responsible for following policies and procedures related to health, safety, security, identifying potential risks, communicating known hazards, and for acting responsibly regarding personal and co-worker health, safety and security

**II. Skills, Experience, and Education:**

**A. Knowledge, Skills, and Abilities**

1. Knowledge of heavy equipment operation techniques
2. Skill in heavy equipment operation
3. Skill in both verbal and written communication
4. Team building skills
5. Analytical and problem solving skills
6. Decision making skills
7. Stress management skills
8. Time management skills
9. Precision and detail oriented
10. Follows directions closely
11. Mechanical aptitude
12. Good hand-eye coordination
13. Practice workplace safety
14. Knowledge of truck and equipment safety
15. Knowledge of equipment maintenance and storage
16. Knowledge of road construction and maintenance techniques procedures
18. Operation of valves, levers, hand wheels and other controls on the machines
19. Safety and maintenance protocol
20. Recognize and repair failure mechanisms in materials
21. Knowledge in painting and scaffolding standard

**B. Experience**

Three years of maintenance experience, OR, Any equivalent combination of experience and/or education from which comparable knowledge, skills, and abilities have been achieved.

**C. Education**

1. Minimum High School diploma required, some college preferred

**III. Position Reporting Relationship**

The following positions report to you:

1. N/A

You report to the following:

2. Adak Manager

Internal Relationships (People with whom you interact):

1. Employees and Managers within every department

List External Reporting Relationships:

1. Vendors
2. Customers

**IV. Working Conditions:**

Work Environment.

1. Work is performed in a well lighted and temperature controlled setting.
2. The office is arranged for easy accessibility to necessary office equipment which is required to complete the job responsibilities.

Physical Demands:

1. Must possess visual acuity, oral communications skills, and appropriate hearing acuity
2. Must be able to lift 50 pounds on an infrequent basis
3. Must be able to bend, kneel and ambulate up and down stairs
4. This job is basically sedentary in nature with limited standing and walking.

**Additional Information:**

Most task/job duties are done outside in nearly every type of climate. This position tends to work irregular hours often in remote locations. This position is a physically strenuous and demanding job. He/she will be lifting, pulling and managing heavy equipment and objects. Must ensure that all activities are completed in a safe and efficient way. He/she may at times be exposed to dangerous and/or toxic substances and must take necessary precautions to protect eyes, nose and skin from irritation and infection. May work independently and is expected to maintain a schedule of work. Any problems or inconveniences may result in increased stress to complete tasks in a limited time.

**Mental Demands:**

1. Must take the initiative to resolve problems, handle conflict, make effective decisions in a timely and courteous manner, accept responsibility, and actively plan and organize work.
2. Requires the ability to be attentive, accurate and maintain concentration and be able to learn a variety of tasks.
3. Must possess the initiative to stay current on skills and industry standards.
4. Must work effectively in stressful situations.
5. Maintain complete confidentiality of system financial data.
6. Must have skills in being attentive to financial details with accuracy.
7. Must be flexible in both transferring skills to other areas and performing a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.

**Resources Available:**

1. Personal computer, printers, adding machine, fax machine, copier, telephone.
2. Training courses available through local community colleges,
3. On-the-job training
4. Books/CD's/Reference materials

**V. Evaluation Criteria:**

1. Ability to perform the duties and responsibilities of the position
2. Skill levels
3. Adherence to company policies, procedures, and directives
4. Compliance with the employee handbook
5. Determine issues that need to be brought before management.
6. Initiative to increase job knowledge and skills
7. Exhibited work place attitude.
8. Willingness to recognize and accept positive and negative feedback
9. Works well with fellow employees and is receptive to their ideas and suggestions
10. Stays abreast of new technologies and services

**VI. Advancement Potential:**

Although the company is small, with initiative and through the use of available training and educational assistance options, lateral transfers and vertical advancements are possible. This description is intended to provide an overview of the intended job content and performance requirements of the position and is not the exclusive standards of the position.

The employee in the position will be expected to perform other duties. This description may change over time. The existence or content of this document cannot be construed to represent an actual or implied contract of employment.

CUSTOMER SERVICE SUPERVISOR

This position is responsible and accountable for the day-to-day operations and supervision of all areas of the Customer Service department for Adak Eagle Enterprises, LLC. The supervisor is also supporting the company vision and mission. Included in customer service is CABS, Intercompany Billing, FCC reporting, Record keeping, Billing, Collections, Maintenance dispatching for Adds, moves and changes for four separate and distinctive companies – Windy City Broadband, Adak Cablevision/IPTV , Adak Telephone Utility and Windy City Cellular

**I. Essential Job Duties and Responsibilities**

**A. Oversee and supervise the Customer Service Personnel and Operations as required.**

This includes:

1. The monthly Billing of customers – reviewing for accuracy
2. Accounts Receivable - posting of receivables
3. Collections of outstanding accounts
4. Record updates and has strong detail to maintenance of accounts
5. Managing the installations, disconnects, moves and changes to customer accounts
6. Managing the Work Order and Repair dispatching process for an organized workflow between CS and field technicians.
7. Customer needs are met with exceptional professionalism
8. Oversees promotions of services
9. Hiring and Training of CS employees
10. Employee Evaluations
11. Ensures that all CPNI rules and regulations are followed
12. Manage Cellular Retail Store – Employee, Purchase Orders, Inventory, Cash Journals, Promotions, Reporting
13. Switch provisioning
14. Responsible for the Command Channel Service advertisements, reviewing and updating information
15. Responsible for AEE website, reviewing and updating information on AEE services
16. Keeps CS department procedure book updated and employees are following the procedures
17. FCC reporting as requested by COO
18. Regulatory reporting as requested by COO
19. Updating CCR, ORCA
20. Updating the Telephone Directory
21. Reviewing, updating Service Packages/Rates

**B. Insure that all CABS revenue accounting is maintained and processed each month.**

This includes the following items.

1. Oversee the monthly preparation and maintenance of all billing records for revenue, messages and minutes of use, report usage for reimbursement from or payment to other carriers; analyze records for accuracy

2. Ensure the timely creation of invoices for tracking and collecting purposes for FGD CABS billing, GCI, and AT&T, responsible for intercompany CABS billing (special access).
  3. Review statements of overdue accounts to the interexchange carriers for accuracy.
  4. Handle ASR's and prepare bill for the customer.
  5. Prepare monthly reports as necessary.
  6. Manage contracts as necessary
- C. Responsible for managing customers service employees within company guidelines (time system, evaluation, documentation, etc.)
- D. Must maintain confidentiality of AEE and its Subsidiaries business on and off the job includes CPNI adherence and training
- E. Must be knowledgeable about and comply with company policies and procedures, including safety procedures as described in the company safety manual.
- F. Must maintain regular attendance.
- G. Must have a demonstrated rapport and an excellent reputation with customers and coworkers.
- H. Must demonstrate a high level of productivity with minimal supervision.
- I. Must show a positive impact on coworkers and demonstrated loyalty to the success of company.
- J. Take on job responsibilities of individuals that are absent as appropriate.
- K. Other duties as assigned.
- L. Must be available to work extended hours if needed
- M. Updating job knowledge participating in continuing education in the telecommunication field.
- N. Responsible for insuring the accuracy of information entered into several on line databases external and internal, such as billing software, switch provisioning data, NECA, GCI, VeriSign, AECA, ICORE.

**Company Wide Duties and Responsibilities:**

**Mission:** "To be true to our customer's culture, promote innovation, and to employ fast-changing technology to meet the needs of the community."

**Health, Safety, Security:**

Responsible for following policies and procedures related to health, safety and security, identifying potential risks, communicating known hazards, and for acting responsibly regarding personal and co-worker health, safety and security

**Skills, Experience, and Education:**

**Knowledge, Skills, and Abilities**

**DAILY TASKS:**

- o Collection Reports
- o Assisting customers as necessary
- o Receiving of Company mail
- o Prepare Bank deposits if necessary

- Posting payments to accounts
- Work orders and trouble tickets
- Posting directory assist. Charges
- Posting Service Orders
- Run credit cards payment
- Switch maintenance, activating, disconnecting and editing customer accounts

**WEEKLY TASKS:**

- Run credit cards for payment on invoices
- Department Meetings
- Audit of Services for Billing
- Notification to Customers of Broadband Alerts, Overages
- Pay pal charges and payments
- Ordering supplies as needed for department and/or retail store
- Overseeing all Customer Service Orders, batching and posting
- Reviewing and Maintaining Trouble Ticket Log books
- Maintaining Active Customer list

**MONTHLY TASKS:**

- NAF report
- Pulling Cabs minutes
- AECA CABS
- NECA CABS
- CABS recon for ATT and GCI
- Worksheet for Special Access Minutes – AECA and NECA
- AECA Funds Distribution worksheet
- Intercompany Billing
- Company billing for all Services
- Billing Reconciliations for all companies
- ICORE Report for ATU
- Revenue line counts for cellular
- Overage Analysis Worksheet
- Employee Payroll deductions on invoices
- Life Line Reports for ATU, WCC
- Cable Revenue and Line Counts
- Broadband Revenue and Line Counts
- PIC care reports for ATU – ATT and GCI
- Active Customer list
- Updating HAC notebook and website

**QUARTERLY TASKS:**

- Telephone outage reports to RCA
- Payphone report

**YEARLY TASKS**

- Yearly Department Budget
- Update Telephone Directory, publish and mail to customers
- Audit of Special Access Circuits
- Updating NECA rates
- FCC Filings as requested by COO
- Annual Lifeline Certification
- Employee Reviews
- Annual CPNI training
- Visiting the Adak operations and volunteering for community projects
- Updating package and price rates per COO
- Audit of T7000
- Create new folders and notebooks for new year

**WHEN NEEDED:**

- Labels for folders
- Filing accounts receivable
- Updating customer accounts
- Customer letters, late notices

**A. Experience**

1. 1-3 years experience with CABS
2. 3-5 years experience in telephone operations
3. 2-6 years supervisory or management experience
4. Office/record-keeping experience, preferably in telephone operations.
5. Some accounting experience.
6. Familiarity with automated records system, computers, and basic office machines

**B. Education**

1. College degree preferred or equivalent work experience

**C. Position Reporting Relationship**

The following positions report to you

1. Customer Service Representatives
2. Retail Store Clerk

You report to the following:

3. COO

Internal Relationships (People with whom you interact):

1. Employees and Managers within every department

List External Reporting Relationships:

1. Vendors
2. Customers

**D. Working Conditions:**

**A Work Environment:**

1. Work is performed in a well lighted and temperature controlled setting.
2. The office is arranged for easy accessibility to necessary office equipment which is required to complete the job responsibilities.

**B Physical Demands:**

*Must possess visual acuity, oral communications skills, and appropriate hearing acuity.*

Must be able to lift 50 pounds on an infrequent basis

Must be able to bend, kneel and ambulate up and down stairs

This job is basically sedentary in nature with limited standing and walking.

**B Mental Demands:**

Must be interested to resolve problems, handle conflict, make effective decisions in a timely and courteous manner, accept responsibility, and actively plan and organize the workflow in the department.

Requires the ability to be attentive, accurate and maintain concentration and be able to learn a variety of tasks.

1. Must possess the initiative to stay current on skills and industry standards.
2. Must work effectively in stressful situations
3. Maintain complete confidentiality of system financial data.
4. Must have strong attention to financial details with accuracy
5. Must be flexible in time management skills, often changing from one task to another of a different nature without loss of efficiency or composure
6. Have a positive, upbeat attitude.

**E. Evaluation Criteria:**

1. Ability to perform the duties and responsibilities of the position
- 2 Skill levels
3. Adherence to company policies, procedures, and directives
- 4 Compliance with the employee handbook
5. Determine issues that need to be brought before management
6. Initiative to increase job knowledge and skills
- 7 Exhibited work place attitude
8. Willingness to recognize and accept positive and negative feedback
9. Works well with fellow employees and is receptive to their ideas and suggestions
10. Stays abreast of new technologies and services

**F. Advancement Potential:**

**A.** Although the company is small, with initiative and through the use of available training and educational assistance options, lateral transfers and vertical advancements are possible.

This description is intended to provide an overview of the intended job content and performance requirements of the position and is not the exclusive standards of the position.

Customer Service Representative

This position is responsible for accurately maintaining all customer accounts for Adak Eagle Enterprises and Subsidiaries. The primary responsibility is that customer needs are met. The representative also supports the company vision and mission.

**Essential Job Duties and Responsibilities**

1. Receive, record, attempt resolution, and dispatch service orders and trouble tickets to appropriate departments upon customer requests for service and organizes the workflow to meet customer deadlines.
2. Process the monthly Billing of customers accounts – review for accuracy
3. Collections of outstanding accounts
4. Data Base management of accounts
5. Record updates and maintenance of accounts in billing software.
6. Managing the installations disconnects moves and changes to customer accounts, completes checklist for services.
7. Enter and or update information into several types of databases.
8. Maintain departmental records and distribute information to technicians and vendors as required.
9. Protect the confidentiality of sensitive customer, vendor and employee information (CPNI).
10. Assist on Audits before monthly billing and complying data for supervisors as needed
11. Perform other duties and responsibilities as required to fulfill job function or as assigned.
12. Answer dispatch department telephone lines.
13. Receive status calls from technicians and vendors
14. Provide help desk support and attempt to troubleshoot customer issues.
15. Record customer's name, address, and type of trouble or service to be rendered into appropriate system, and written.
16. Communicate with supervisor about problematic issues.
17. Maintain departmental records and distribute information to technicians and vendors as requested.
18. Maintaining active customer list and do daily filing.
19. Broadband alerts and overages – emails to customers on usage
20. Customer Service correspondence, PayPal, service orders, and calls on new installs for services.
21. Handle the Checks that come in the mail and deposit on line.
22. Assist other departments as needed.
23. Other Duties as assigned
24. Must maintain confidentiality of AEE and its Subsidiaries business on and off the job.
25. Must be knowledgeable about and comply with company policies and procedures, including safety procedures as described in the company safety manual.
26. Must maintain regular attendance.
27. Must have a demonstrated rapport and an excellent reputation with customers and coworkers.
28. Must demonstrate a high level of productivity with minimal supervision and maintain complete confidentiality of company records
29. Must show a positive impact on coworkers and demonstrated loyalty to the success of company.
30. Take on job responsibilities of individuals that are absent as appropriate
31. Must be available to work extended hours if needed.

**Company Wide Duties and Responsibilities:**

**Mission:** “ To be true to our customer’s culture, promote innovation, and to employ fast-changing technology to meet the needs of the community.”

**Health, Safety, Security:**

Responsible for following policies and procedures related to health, safety and security, identifying potential risks, communicating known hazards, and for acting responsibly regarding personal and co-worker health, safety and security

**Skills, Experience, and Education:**

**Knowledge, Skills, and Abilities**

**DAILY TASKS:**

- Receiving of Company mail
- Prepare Bank deposits if necessary
- Assisting customers as necessary
- Posting receivables to customer accounts for all services
- Schedule Work Orders, Trouble Tickets and dispatch to technicians
- Working in Lemko Activating, disconnecting and editing cellular accounts
- Posting the Work Orders
- Run Credit Card for payment
- Collection reports – making calls and sending collection letters
- Answering phone for all departments
- Following CPNI for all services
- Daily Filing

**WEEKLY TASKS:**

- Notification to customer’s of Broadband Alerts, Overages
- Auditing of services for billing
- Pay Pal Charges and payments
- Run Credit cards for payments
- Maintaining Active Customer List
- Maintaining the Trouble Ticket Log Books

**MONTHLY TASKS:**

- Company Billing for all Services
- Billing Reconciliations for all four companies
- Lifeline Reporting – ATU and WCC

- NAF reporting
- PIC Care Reports for ATU – ATT and GCI
- Verisign reporting
- E911 Report
- WCC Usage Log – reporting minutes of use

**QUARTERLY TASKS:**

- Outage Reports to RCA
- Pay phone reports

**YEARLY TASKS:**

- Annual CPNI Training
- Update Telephone Directory, publish and mail to customer's
- Create new folders and notebooks for new year
- Visiting the Adak operations and volunteering for community projects
- Audit of T7000

**Experience**

1. Individual must possess a computer proficiency in a Windows environment, with experience using MS Office products, especially Excel.
2. Individual must have good mathematical skills and pay close attention to detail.
3. Office/record-keeping experience, preferably in telephone operations.
4. Some accounts experience.
5. Familiarity with automated records system, computers, and basic office machines.

**Education**

1. Minimum High School diploma required, some college preferred

**Position Reporting Relationship**

The following positions report to you:

*N/A*

You report to the following:

*Customer Service Supervisor*

Internal Relationships (People with whom you interact):

*Employees and Managers within every department*

List External Reporting Relationships.

Customers

Working Conditions:

Work Environment:

Work is performed in a well lighted and temperature controlled setting

The office is arranged for easy accessibility to necessary office equipment which is required to complete the job responsibilities.

**Physical Demands:**

Must possess visual acuity, oral communications skills, and appropriate hearing acuity.

Must be able to lift 50 pounds on an infrequent basis

Must be able to bend, kneel and ambulate up and down stairs

This job is basically sedentary in nature with limited standing and walking.

**Mental Demands:**

Must take the initiative to resolve problems, handle conflict, make effective decisions in a timely and courteous manner, accept responsibility, and actively plan and organize work.

Requires the ability to be attentive, accurate and maintain concentration and be able to learn a variety of tasks.

Must possess the initiative to stay current on skills and industry standards.

Must work effectively in stressful situations.

Maintain complete confidentiality of system financial data.

Must have skills in being attentive to financial details with accuracy.

**Evaluation Criteria:**

1. Ability to perform the duties and responsibilities of the position
2. Skill levels
3. Adherence to company policies, procedures, and directives
4. Compliance with the employee handbook
5. Determine issues that need to be brought before management.
6. Initiative to increase job knowledge and skills
7. Exhibited work place attitude.
8. Willingness to recognize and accept positive and negative feedback
9. Works well with fellow employees and is receptive to their ideas and suggestions
10. Stays abreast of new technologies and services

**II. Advancement Potential:**

A. Although the company is small, with initiative and through the use of available training and educational assistance options, lateral transfers and vertical advancements are possible



ADAAK TELEPHONE UTILITY  
ADAAK CABLEVISION  
WINDY CITY BROADBAND  
WINDY CITY CELLULAR

**Job Title:** Retail Sales Associate  
**Reports To:** Customer Service Manager  
**FLSA Status:** Non-Exempt, Part-Time  
**Location:** Adak Island, AK

### **SUMMARY**

**Workdays and hours vary upon Supervisor discretion.**

The Retail Sales Associate takes part in all commercial activities of the Telco and its subsidiaries and assists in the development of strategies to increase the sales and usage of services and equipment. The Retail Sales Associate is involved in all aspects of customer relations, from the initial contact to assisting in directing customers with inquiries and problems in service. Provides support and assistance in; customer questions, problems with products and services.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are a representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. High level of understanding of company products / services. Able to describe and demonstrate products and features to customers
2. Communication on day-to-day service problems with subscribers and community.
  - a. Business customer support
  - b. Consumer / Residential customer support
  - c. Follows CPNI regulations and procedures
  - d. Able to function as a team player
  - e. Knowledge of general office practices and procedures

- f. Skill in operating the computer and register using data base, word processing, also copier and fax machine
  - g. Direct customers to Customer service for Account / Billing inquiries
  - h. Sales Agent activities conducted by telephone
  - i. Sales Agent activities conducted in person
3. Assists with customer relations and sales
4. Provides assistance as required by other departments to promote customer satisfaction for all services provided, or any other responsibilities required by the customer service manager.
- B. Receives callers and walk-in customers at establishment, determines nature of business, and directs them to their destination. Obtains caller's name, records time of call, nature of business and person called upon. Responsible for the distribution of mail, messages, documents and packages.
- C. Computes totals, charges, and amounts in Daily Log.
- D. Notifies supervisor of hardware or software problems.
- E. Perform other administrative tasks as may be required from time to time by Manager or COO.

**Company Wide Duties and Responsibilities:**

**Mission:** "To be true to our customer's culture, promote innovation, and to employ fast-changing technology to meet the needs of the community."

**Health, Safety, Security:**

1. Responsible for following policies and procedures related to health, safety and security, identifying potential risks, communicating known hazards, and for acting responsibly regarding personal and co-worker health, safety and security.

**DAILY TASKS:**

- o Handles customer inquiries and calls
- o Initiates service orders with Customer Service
- o Completes cash, credit transactions on register
- o Maintains paperwork from field technicians on inventory
- o Secures premises when not in store
- o Sends Cash and Credit Journals to Supervisor for processing
- o Keeping store clean

**WEEKLY TASKS:**

- Maintains inventory and keeps store clean
- Maintains the proper quantity of service applications and brochures
- Mails Money Order of all cash receipts

**SKILLS:**

Demonstrates a clear understanding of the importance; of paying close attention to details and accuracy. Knowledge of computer system. Familiarity with personal computers and software. Knowledge of company rates, procedures, and service offerings (both regulated and non-regulated). Basic understanding of rural telephone and cellular and wireless terminology, subscriber / community concerns, and changes in regulation and the marketplace. Ability to anticipate and respond to customer demands.

**EDUCATION and/or EXPERIENCE**

High School diploma or equivalent. Knowledge and skills usually acquired through two years of experience in commercial office, sales, and consumer relations is required.

**CORE COMPETENCIES**

- Ability to multi-task, and to work successfully with frequent interruptions;
- Ability to deal with a variety of personalities and maintain a good working relationship with employees,
- Ability to pay close attention to detail;
- Ability to work well independently and unsupervised,
- Ability to work accurately with figures in following step-by-step procedures and instructions;
- Ability to maintain complete confidentiality of subscriber credit and billing records;
- Ability to operate office equipment;
- Competence in basic computer skills in MS Office or similar programs, and in software specific to the customer service and billing functions.
- Possess basic clerical and administrative skills;
- Possess excellent oral and written communication skills.

**PHYSICAL DEMANDS**

The physical demands described here are a representative of those that must be met by an employee to successfully perform the essential functions of this job Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

While performing the duties of this job, the employee is regularly required to sit, see, talk bend, and hear. The employee frequently is required to stand, walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee must expect to occasionally lift 50 pounds and/or move heavy items. Specific vision abilities required by this job include close vision, and ability to adjust focus

**Mental Demands:**

1. Must take the initiative to resolve problems, handle conflict, make effective decisions in a timely and courteous manner, accept responsibility, and actively plan and organize work
2. Requires the ability to be attentive, accurate and maintain concentration and be able to learn a variety of tasks.
3. Must possess the initiative to stay current on skills and industry standards
4. Must work effectively in stressful situations.
5. Maintain complete confidentiality of system data.
6. Must have skills in being attentive to details with accuracy.
7. Must be flexible in both transferring skills to other areas and performing a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.
8. Have upbeat positive attitude.

**WORK ENVIRONMENT**

The usual work environment is typical of an office environment. The incumbent is required to travel infrequently. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate with no material or weather-related hazards except those associated with travel

**Advancement Potential:**

Although the company is small, with initiative and through the use of available training and benefits, lateral transfers and vertical advancements are possible

This Job description is intended to provide an overview of the intended job content and performance requirements of the position and is not the exclusive standards of the position.

**The employee in the position will be expected to perform other duties. This description may change over time. The existence or content of this document cannot be construed to represent an actual or implied contract of employment.**

**Additional Information**

This job description is not intended to be all-inclusive, an employee will also perform other reasonably related business duties as assigned by immediate supervisor and other management as required AEE reserves the right to revise or change job duties and responsibilities as the need arises.