



# Job Brief

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**Job Title Code:** 14009156

**Job Title:** Office Assistant [CWA03]

## GENERAL INFORMATION

**Union Affiliation:** BellSouth Telecommunications (BST)

## DESCRIPTION

### 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.
11. Performs other various duties in connection with work assignments such as word processing and data entry; maintain 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

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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.

## SKILLS

1. The ability to type at or above 20+ words per minute with little to no errors throughout the day on a desktop or laptop computer using a QWERTY (alphabetic) keyboard.

2. The use of a numeric keypad on a desktop or laptop computer, and the ability to accurately and rapidly enter data with little to no errors throughout the day at or above the rate of 125 keystrokes per minute with less than 16 errors.

## [VIEW TEST GUIDES](#)

### Physical Requirements:

- Lift and move loads up to 60 pounds in some assignments

### Specifics:

- Satisfactory background investigation
- Normally work Monday through Friday with overtime and weekend work as required. Tour length will be 7 1/2 hours.

## **ADDITIONAL FACTORS**

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

### Training:

- The following must be satisfactorily completed for title retention:
- On-the-job and/or classroom training as required

### Environment:

- Work in a mechanized office environment using personal computers and related software. Work to meet stringent deadlines in some assignments.

### Skills:

Skill Code	Skill Name	Applicability	Skill Description
C1106	Communication Skills (Speaking)	Desired	ORALLY TRANSMIT IDEAS, INSTRUCTIONS AND INFORMATION SO THEY ARE CLEARLY UNDERSTOOD BY OTHERS IN FORMAL OR INFORMAL FACE-TO-FACE SITUATIONS OR ON THE TELEPHONE.
C1107	Communication Skills (Writing)	Desired	WRITE CLEAR, CONCISE, AND GRAMMATICALLY CORRECT MEMOS, LETTERS, INSTRUCTIONS,

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			AND WORK REPORTS WHICH OTHERS CAN UNDERSTAND. ABILITY TO CREATE WRITTEN COMMUNICATION TO INTERNAL AND EXTERNAL CUSTOMERS.
C1158	Credit Investigation	Desired	VERIFICATION OF CREDIT WORTHINESS OF POTENTIAL USERS; MAY INVOLVE INTERFACE WITH CREDIT BUREAUS, EMPLOYERS OR OTHER CREDITORS, EITHER IN WRITING OR BY PHONE.
C1162	Customer Contact	Desired	ABILITY TO HANDLE QUESTIONS AND CLEAR CUSTOMER (INTERNAL AND EXTERNAL) PROBLEMS AND ENSURE COMMITMENTS TO CUSTOMERS ARE MET BY RESOLVING PROBLEMS AND PROVIDING SERVICES.
C1167	Customer Interface	Desired	PERFORM AS A CUSTOMER CONTACT ON THE DAY-TO-DAY OPERATION OF EFFECTED APPLICATIONS. RESPONDS TO ALL CUSTOMER TROUBLE CALLS AND INQUIRIES.
C1171	Customer Relations	Desired	INTERFACES WITH INTERNAL OR EXTERNAL CUSTOMERS IN A PROFESSIONAL MANNER IN PERSON, ON THE PHONE OR THROUGH WRITTEN COMMUNICATIONS.
C1187	Database Maintenance	Desired	INPUT OF INFORMATION AND MAINTENANCE OF CURRENT FILES IN THE DATABASE.
C1188	Database Management	Desired	EFFICIENTLY UPDATES AND RECONCILES VARIOUS DATABASE SYSTEMS TO ENSURE ACCURATE INFORMATION AND TIMELY CHANGES.
C1192	Database Systems Knowledge	Desired	ABILITY TO USE SEVERAL COMPUTER DATABASE SYSTEMS (E.G., LMOS, SORD, WORD, R BASE 5000, WORDSTAR, ETC.)
C1205	Diagrams/Schematics Knowledge	Desired	READS AND INTERPRETS SCHEMATIC DIAGRAMS, CIRCUIT DIAGRAMS, SERVICE ORDERS, TROUBLE TICKETS, SYSTEM APPLICATION DIAGRAMS AND/OR CIRCUIT DESIGNS.
C1743	Equipment Operation	Desired	CORRECTLY OPERATES TELETYPE, MICROFICHE, PCS AND OTHER EQUIPMENT ASSOCIATED WITH STORAGE, TRANSFER AND RETRIEVAL OF INFORMATION.
C1405	Math Knowledge - Basic	Desired	DEMONSTRATES AN ABILITY TO PERFORM BASIC MATHEMATICAL COMPUTATION (ADDITION, SUBTRACTION, MULTIPLICATION, DIVISION).
C1417	Meeting Deadlines	Desired	ABLE TO WORK WITH SHORT NOTICE OR TIMEFRAME IN ORDER TO MEET DEADLINES. ABILITY TO COMPLETE TASKS UNDER PRESSURE.
C1455	Office Equipment Operation	Desired	UNDERSTANDS AND IS ABLE TO USE OFFICE EQUIPMENT SUCH AS: VDT'S, FAX, COPIERS, ADDING MACHINES, MICROFICHE, CALCULATORS, ETC.
C1501	PC - Word Processors	Desired	FAMILIAR WITH PC PACKAGES SUCH AS MICROSOFT WORD, AMI-PRO, WORD PERFECT OR SAMNA WORD.

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C1039	PC Keyboarding - Basic	Desired	UNDERSTANDS BASIC PC OPERATIONS SUCH AS DATA ENTRY AND THE VARIOUS COMMANDS SUCH AS LETTER, NUMBER AND FUNCTION KEYS OCCASIONALLY USED FOR REPORTS, ETC.
C1040	PC Software - Basic	Desired	UNDERSTANDS PC OPERATIONS SUCH AS BASIC WORD PROCESSING AND COMMON SPREADSHEET SOFTWARE AND USES THIS KNOWLEDGE TO IMPROVE ONE'S ABILITY TO PERFORM JOB RESPONSIBILITIES.
C1535	Problem Resolution	Desired	ANALYZING, EVALUATING AND TRACKING SYSTEM PROBLEMS/TROUBLES AND EQUIPMENT FAILURES UTILIZING KNOWLEDGE AND SKILLS TO AFFECT THE FINAL RESOLUTION.
C1579	Record Keeping	Desired	EFFECTIVELY CREATES AND MAINTAINS RECORDS AND KEEPS ACCURATE RECORDS CONCERNING AREA OF RESPONSIBILITY.
C1581	Records Maintenance	Desired	KEEPS ACCURATE RECORDS OF MAINTENANCE/INSTALLATION ACTIVITY AND MAY ACCESS VARIOUS COMPUTER DATABASES TO UPDATE COMPANY RECORDS.
C1590	Report Preparation	Desired	EFFICIENTLY PREPARES VARIOUS STATISTICAL AND/OR OTHER REPORTS IN A WAY THAT IS CLEAR AND LEGIBLE.
C1595	Research And Investigation	Desired	THE ABILITY TO FACT FIND AND PROBLEM SOLVE BASED ON INFORMATION GATHERED FROM ONE OR MULTIPLE SOURCES.

## Performance/Attendance

- Satisfactory performance and attendance in present job.

## REASONABLE ACCOMMODATIONS

Reasonable accommodations will be made for qualified candidates with disabilities. Essential job functions are identified for specific jobs on job requisition forms.

-----End of Report-----

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