

## POSITION PROFILE

<b>POSITION:</b> Staff Assistant-Work Orders	<b>DEPARTMENT:</b> Accounting
<b>CUSTOMARY WORK HOURS:</b> 8:00 a.m. to 4:30 p.m.	
<b>CUSTOMARY WORK DAYS:</b> Monday – Friday	
<b>SALARY GRADE:</b> Staff Support Schedule III	<b>STATUS:</b> Non exempt
<b>REPORTS TO:</b> Accounting Administrator	

## POSITION SUMMARY

The Staff Assistant-Work Orders is accountable for the accurate recording and tracking of all charges pertaining to work orders, construction, inventory, and construction related expenses using the guidelines set forth in the FCC's Part 32 and requirements associated with RUS borrowers. This includes the reconciliation of multiple G/L accounts, validation of all monthly charges to the work order system (QDS), preparing work orders for closing, and report preparation.

## PRINCIPAL ACCOUNTABILITIES

### DAILY

- Review and input of the Engineering work order information into the QDS work order system
- Maintain and update individual work order files, departmental reports, and related materials and insure proper support material is maintained for use in CPRs, annual cost study, and RUS borrower closeout documents
- Assist in the coding of invoices and corrections to daily/weekly time card input, associated with work order activity
- Input, validate, and adjust monthly charges to work orders
- Journal entry preparation and input into computer system
- Understands and accepts the necessity for reporting to work, on time, and is ready and able to perform the duties and responsibilities of the position on a daily basis
- Proactive involvement in the Company's Safety Program, including compliance with all rules and regulations, and for continuously practicing safety while performing their duties

### PERIODIC

- Monthly reconciliation of accounts
- Close individual work orders received from the Engineering Department on a monthly basis
- Maintain and update the work order files and QDS work order system, through active communication with the engineering department
- Preparation of retirement and depreciation monthly journal entries
- Monthly preparation, distribution and filling of Plant related reports and records
- Assist the Accounting Administrator with annual reports related to the plant accounting functions (e.g., Form M, SBE reports)
- Maintain and update the accounting Vehicle and Other Work Equip. records (Titles & Registration)
- Assist the Accounting Administrator with the maintenance and accuracy of the Continuing Property Records (CPRs)
- In cooperation with the Financial Director and Accounting Administrator, assist with the preparation of the information necessary to produce the annual cost studies in a timely manner
- Provide assistance with special projects, annual regulatory reports, and audits as necessary
- List of principal accountabilities is not exhaustive and may be supplemented as necessary

## KEY PERFORMANCE FACTORS

### ACHIEVING RESULTS

- Applies knowledge of the job. Applies knowledge to new or challenging situations
- Applies technical skills (includes applying existing skills in new or challenging situations)
- Accepts responsibility for and follows through on tasks, assignments, and other responsibilities in a timely manner
- Meets departmental standards for productivity (rated on the basis of work accomplished to volume of work)
- Performs duties with accuracy, thoroughness, attention to detail, and neatness
- Sets challenging, but realistic goals
- Holds self accountable for individual results
- Monitors quality of own or others' work (e.g., double-checks the accuracy of information or work product; checks to ensure that procedures are followed)
- Takes actions to solve a problem or overcome an obstacle to achieving results
- Makes specific changes in work processes or own work methods to improve performance (e.g., does something better, faster, at lower cost, more efficiently; improves quality, customer satisfaction, morale, revenues)
- Performs work in a safe and healthful manner and in accordance with the Company's Safety Program

### PROACTIVITY

- Recognizes tasks, activities, assignments to be done and completes them without specific directive or actively seeks new duties or challenges
- Offers one or more ideas to improve work processes or departmental productivity. Initiates actions to address an anticipated problem or obstacles. Actions are within the constraints of respective authority
- Has the ability to seek information from a wide variety of sources concerning a problem or issue affecting a specific project or department as a whole

### TEAM ATTITUDE

- Expresses the belief that others are fully capable of contributing to the work process and being effective when given the chance
- Participates willingly in departmental or work group decisions. Demonstrates commitment to achieving departmental goals by assisting others, even if the task is not a part of their primary roles and responsibilities
- Shows respect for other's intelligence by appealing to reason
- Genuinely values others' input and expertise and is willing to learn from others (including supervisors, peers, and subordinates)

### ORGANIZATIONAL COMMITMENT

- Respects the ways things are done in the organization and does what is expected (e.g., dresses appropriately, presents the Company in a positive light). Follows Company policies and procedures
- Respects and accepts what management sees as important
- Maintains attendance in accordance with Company guidelines and is consistently punctual
- Makes choices and sets priorities to meet Company's needs
- Cooperates with others to achieve organizational/departmental objectives
- Publicly acts to fit the Company's mission

### FLEXIBILITY

- Understands other people's point of view
- Able to shift easily from one task or focus to a different one
- Willing to change ideas or perceptions based on new information or contrary evidence
- Decides what to do based on the situation (e.g., acts to fit the situation or person)

### SELF-MANAGEMENT

- Demonstrates an ability to handle stress on the job (e.g., able to multi-tasks, prioritize)

- Controls own strong emotions, such as anger or extreme frustration. Remains calm in stressful situations, addressing difficult problems one at a time
- Remains productive under stress. Deals with stress directly and does not allow stress to weaken one's ability to complete a task or interact effectively with others

**CUSTOMER SERVICE ORIENTATION** (internal and external)

- Gives friendly, cheerful service
- Follows through on customer inquiries, requests, complaints
- Keeps customer up-to-date about progress of projects (but does not probe customer's underlying issues or problems)
- Maintains clear communication with customer regarding mutual expectation, monitors customer satisfaction

**PHYSICAL REQUIREMENTS**

- Possesses the ability to speak clearly and understandably and hear communications by telephone and in person
- Possesses fine and gross manipulation skills
- Possesses grasping and power grip abilities
- Must have good vision (with correction)
- Must be able to sit for prolonged periods of time
- Must have minimal ability to stand, sit, squat, bend, kneel, twist, crawl, reach, lift, balance, carry, push, and pull as required for light duties of standard office clerical positions
- Must have the ability to drive in all types of terrain and in all types of weather, including rain and snow
- Must be able to lift 20lb. maximum with frequent lifting and/or carrying objects weighting up to 10lb.

**QUALIFICATIONS**

**EDUCATIONAL REQUIREMENTS**

- High school diploma or equivalent
- 2 year college or vocational degree in Accounting or related field desirable

**TECHNICAL REQUIREMENTS**

- Conceptual understanding of FCC's Part 32, Job Costing, Inventories, AP/AR, General Ledger, and General Bookkeeping
- Mainframe Accounting system exposure – Quintrex software and AS/400 platform desirable
- Personal computer literate with an emphasis on Microsoft application software
- Possesses and maintains a valid and unrestricted class "C" driver's license, with driving records that provides insurability under the Company's vehicle insurance carrier and within the guidelines of the Company

**WORK EXPERIENCE**

- 3 years general bookkeeping, or similar position, where duties correspond with the essential and periodic functions of this position

**ENVIRONMENTAL CONDITIONS**

**GENERAL OFFICE CONDITIONS**

Exposure to an air-conditioned/heated office environment with exposure to low noise levels from office equipment and voices. No exposure to notable hazards or unusual atmospheric conditions

**THIS POSITION PROFILE DOES NOT PROMISE OR IMPLY THAT THE ACCOUNTABILITIES LISTED ARE THE ONLY DUTIES TO BE PERFORMED OR THAT THE POSITION MY NOT CHANGE, OR BE ELIMINATED. JOB TASKS AND RESPONSIBILITIES ARE NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY. THE REQUIREMENTS FOR THE POSITION ARE REPRESENTATIVE OF THE KNOWLEDGE, SKILL AND/OR ABILITY TO PERFORM DUTIES OF THE JOB. JOB TASKS AND RESPONSIBILITIES MAY BE ALTERED AT ANY TIME, WITH OR WITHOUT WRITTEN NOTICE. IN NO WAY DOES THIS DOCUMENT ALTER THE AT-WILL STATUS OF THE PONDEROSA TELEPHONE CO.**

<b>APPROVALS</b>	
<b>ACCOUNTANTING ADMINISTRATOR:</b>	<b>DATE:</b>
<b>FINANCIAL DIRECTOR:</b>	<b>DATE:</b>
<b>HUMAN RESOURCES MANAGER:</b>	<b>DATE:</b>