



ADAK TELEPHONE UTILITY  
ADAK 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**

Thursday-Monday, 26 hours a week.

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 company products / 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. Good understanding of company products / services
2. Communication on day-to-day service problems with subscribers and community.
  - a. Business customer support
  - b. Consumer / Residential customer support
  - c. Direct customers to Customer service for Account / Billing inquiries
  - d. Sales Agent activities conducted by telephone
  - e. 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.

### **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 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 and/or move heavy items. Specific vision abilities required by this job include close vision, and ability to adjust focus.

