



## Position Description

<b>Job Title</b>	Administrative Assistant & Marketing Specialist
<b>Department</b>	Technology
<b>Employment Status</b>	Part time
<b>Exempt/Non Exempt Status</b>	Nonexempt

### Scope of Work

This position handles administrative and marketing support for Waupaca Online. The duties performed by this position will allow the Internet Technician & Customer Service Specialist to focus more on technical and customer duties.

### Supervision

<b>Received</b>	IT & Community Media Director
<b>Exercised</b>	None

**Essential Job Functions** The job functions listed herein are neither exclusive nor exhaustive, but are intended to be illustrative of the types of tasks the employee will most likely be expected to perform on a regular basis. The employee may be asked to perform different or additional tasks than the ones listed here, as the needs of the employer and/or the requirements of the position change.

- During scheduled hours responds to all customer contact, this may be via e-mail, phone or Facebook. If unable to answer customer contact ensures a complete message is handed to the appropriate staff member for follow-up.
- Provided upkeep and maintenance to data in Waupaca Online database; as directed compares Waupaca Online database to billing database ensuring both systems match while identifying any issues
- Works with technicians and network engineer in regard to scheduling tasks; prepares daily task lists; ensures all tickets are in correct daily bin. Contacts customers to resolve any schedule conflicts.
- As directed by network engineer; ensures network monitoring system is up-to-date
- Completes weekly inventory of all regularly used consumable supplies; notifies IT & Community Media

Director of supplies needed

- Assists in organization of tools/supplies used by staff.
- Takes the lead in marketing efforts for Waupaca Online:
  - Weekly: Calls all new customers hooked up in the prior week and completes the new customer survey; offer more bandwidth, if needed.
  - As directed by IT & Community Media Director and/or Network Engineer calls and survey's current customers to ensure service is up to standards and offer additional bandwidth; report any issues from customer to technical staff for follow-up
  - Cold call potential business customers and provide them information about our service.
  - Assists in preparation of marketing materials to be mailed to potential target areas.
  - Drive's to specific areas to either leave mailers and/or gather addresses of locations we can serve

### Other Job Functions

- Performs related duties as assigned.

### Requirements of Work

Graduation from high school or GED equivalent and additional technical training in information technology, computer science and networking plus 1 year of related experience preferred; or any equivalent combination of training and experience which provides the following knowledge, ability and skills:

<b>Knowledge of</b>	<ul style="list-style-type: none"><li>• Working knowledge of general accounting principles and practices.</li><li>• Business English (grammar, punctuation, spelling and tone) and basic math.</li><li>• The use of standard office equipment including computers and relevant software.</li></ul>
<b>Ability to</b>	<ul style="list-style-type: none"><li>• Learn basic technical concepts.</li><li>• Work independently with minimal supervision.</li><li>• Understand and follow instructions.</li><li>• Ability to perform arithmetic computations accurately and quickly.</li><li>• Ability to manage time well, be highly organized, and plan work assignments effectively to maintain a smooth flow of record keeping and information processing.</li><li>• Establish and maintain effective working relationships with supervisors, coworkers and the general public.</li></ul>
<b>Skill in</b>	<ul style="list-style-type: none"><li>• Customer service and public relations.</li><li>• Marketing</li><li>• Organization and time management.</li><li>• Well-developed communication skills, both verbal and written.</li></ul>

### Necessary Special Requirements

None.

### Physical Demands

The physical demands described here are 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.

- Work is performed in an office setting; hand-eye coordination is necessary to operate computers and various types of tools and equipment.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.
- While performing the duties of this job, the employee is frequently required to sit, stand, walk, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee must frequently lift and/or move up to 25 pounds.
- Work under time pressures such as frequent “rush” jobs, urgent deadlines, etc.
- Work under distractions such as telephone calls and other disturbances.
- Perform repetitive activities (calculating, keyboarding, and writing).
- Encounter unpleasant social situations (dealing with irate or disturbed individuals).