

Class Code: 5416
Adopted: 7/7/21
Revised: 10/23/2025

COMMUNICATIONS BUSINESS AIDE I

PURPOSE AND NATURE OF WORK

Positions in this class perform routine tasks and are responsible for data entry and verification of directory listings for the Communications System Department. Incumbents assist higher level Aides with customer surveys and the collection/input of data. Incumbents work under the general direction of higher level Aides, have no supervisory duties, and report directly to the Communications Support Services Administrator or Communications Sales and Marketing Manager.

ILLUSTRATIVE EXAMPLES OF WORK (Note: All duties performed by any single incumbent may not be listed, nor does any incumbent perform all of these examples.)

Handle directory listings for LFT Fiber customers, verifying that information is correct and up to date. Assist with customer surveys. Input or import data into tables or spreadsheets and perform basic mathematical computations using formulas. Verify data is correct. Perform related work as required.

NECESSARY KNOWLEDGES, ABILITIES AND SKILLS

Knowledge of basic computer operations and familiarity with operating multiple applications.

Knowledge of electronic spreadsheet programs.

Knowledge of word processing programs.

Ability to perform basic mathematical operations on data.

Ability to pay attention to details and compare numbers.

Ability to communicate with and work with others well.

DESIRABLE TRAINING AND EXPERIENCE

Completion of high school, and experience in data entry and general office duties; or an equivalent combination of education and experience.