



## Cellular Sales

### SUMMARY

The Cellular Sales - Reception reports to the Operations Manager and is a member of the Service Support Team. He or she coordinates, oversees or performs a wide variety of administrative and Cellular service support activities, including reception, cellular sales, filing and administrative support. This position regularly relieves the Service Support Administrator.

### MAJOR DUTIES & RESPONSIBILITIES

- Provides support services for the day-to-day operation of the KNET office in Sioux Lookout including:
  - Performs receptionist duties such as answering services, mail services, incoming and outgoing faxing, photocopying and visitor reception.
  - Coordinates the use of facilities for other groups, meetings, and sessions (e.g. booking boardrooms);
  - Files all K-Net Services reference material and project information for easy retrieval.
- Providing point-of-sale and KM support services including,
  - Selling mobile phones and cards
  - Checking end user account balances and update minutes
  - Assisting with response to online requests and orders
  - Activating cellular units and shipping them to customers
  - Ensuring that cellular customer contact information is up to date in the asset management system
- Supports Service Desk delivery
  - Assists KNET email and webpage users to renew username and password access
  - Reviews and accepts or declines request for new email accounts
  - Provides Level 0 troubleshooting support to cellular end users
- Other duties as required under the direction of the Operations Manager

### STANDARDS OF PERFORMANCE

- Communicates in a clear, friendly and persuasive manner
- Responds to requests for information and provides follow-up to the Operations Manager, as required
- Demonstrates flexibility and capacity to adapt and learn in a dynamic work environment
- Manage time effectively, is punctual and regularly attends work

## QUALIFICATIONS

- A high-school diploma or its equivalent and one or more years relevant experience
- Familiarity with and experience using standard word and information processing software including MS-WORD, EXCEL, (other pieces of relevant software)
- Experience providing front-line customer service
- Ability to work independently and in a team to achieve predetermined goals and meet deadlines
- Motivated to acquire new knowledge and learn new skills
- An understanding of how information and communication technologies are used in regional First Nations
- Knowledge of the people, culture, history of Nishnawbe-Aski Nation and the development priorities of member First Nations
- Ability to speak Cree, Oji-Cree, or Ojibway is a strong asset
- Ability to communicate with KO employees, contractors, third-party service personnel and community-based technical services