



CommInnovations

Job Description

Job Title: Service Representative / VP Production

Department: U-Haul / Century Storage / VP

Reports To: OPS MGR

Rev: A

Prepared By: General Manager

Prepared Date: 09/10/2009

Approved By:

Approved Date:

Summary

This position is wide in range and will encompass several business units, primarily customer service in nature but will not exclude manual tasks. The position is a forty hour a week position two of the days will include Saturday and Sunday. The two off days can be consecutive.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Talks with customers by phone or in person and receives orders for installation, turn on, discontinuance, or change in service.

Fills out contract forms, determines charges for service requested, collects deposits, prepares change of address records, and issues discontinuance orders.

Solicits sale of new or additional services.

Performs walk around, maintenance, collections and customer move-ins and move-outs of Storage customers in the computer system. Show potential customers the storage facility prior to rental, shows rents to their unit after contract is entered. Inspect units at move out for damage and overall condition. Additional duties include

- Maintenance of all shop areas

Adjusts complaints concerning billing or service rendered, referring complaints of service failures to designated departments for investigation.

U-Haul Rental & Retail

The employee will coordinate with U-Haul CSR MGR to insure that the U-Haul rental & retail desk is manned. At times the employee will travel with other U-Haul employees to pick-up rental trucks or trailers. Will be required to maintain U-Haul rental equipment to ensure clients receive a superior product.

Door check

After normal business hours the employee shall check doors to insure they are properly secured.

Village Printer

- **Production:**
This is the last step in quality control this step will require attention to detail, and will include the following tasks; gluing, cutting, laminating, folding, collating, binding, packaging and typesetting.
- **Equipment Maintenance:**
Equipment in the print shop will need to be cleaned and serviced regularly to reduce any down time due to equipment failure; training in this area will be required and must be mechanically inclined.

At times employee may be asked to make pick-ups or deliveries on the behalf of The Village Printer.

American Storage Systems

At times employee will be required to clean out storage rental units when vacated or abandoned or over-lock storage units when rental is unpaid.

Comm Innovations

At times employee may be asked to make pick-ups or deliveries on their behalf.

All EMPLOYEE RESPONSIBILITIES

Be familiar with Comm Innovations Employee Handbook, Emergency Action Plan, and OSHA Safety Requirements.

Be aware of the Company Organizational Chart.

Aid in the process of continuous improvement with company goals and objectives.

Supervisory Responsibilities

This job has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Uses intuition and experience to complement data.

Design - Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.

Problem Solving - Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Completes projects on time and budget; Manages project team activities.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Participates in meetings.

Written Communication - Writes clearly and informatively; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; mobilizes others to fulfill the vision.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Managing People - Makes self available to staff; Solicits and applies customer feedback (internal and external); Improves processes, products and services.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Business Acumen - Aligns work with strategic goals.

Cost Consciousness - Contributes to profits and revenue; Conserves organizational resources.

Diversity - Shows respect and sensitivity for cultural differences; promotes a harassment-free environment.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Supports organization's goals and values.

Strategic Thinking - Develops strategies to achieve organizational goals; Adapts strategy to changing conditions.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Demonstrates persistence and overcomes obstacles.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Sets goals and objectives.

Professionalism - Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Completes work in timely manner; Works quickly.

Safety and Security - Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and materials properly. Read and follow all CommInnovations handbook policies as well as any other specific procedures and plans.

Adaptability - Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent. Follows all CommInnovations handbook policies and procedures on attendance and absenteeism.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments.

Initiative - Seeks increased responsibilities; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Presents ideas and information in a manner that gets others' attention.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

Mathematical Skills

Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's. Ability to perform these operations using units of American money and weight measurement, volume, and distance.

Reasoning Ability

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

Computer Skills

To perform this job successfully, an individual should have knowledge of Accounting software; Internet software; Inventory software; Corel Draw; Spreadsheet software and Word Processing software.

Certificates, Licenses, Registrations

Valid NY State Driver's License

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.

While performing the duties of this Job, the employee is regularly required to sit and talk or hear. The employee is frequently required to stand; walk; use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must regularly lift and /or move up to 50 pounds, frequently lift and/or move up to 150 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing 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 frequently exposed to moving mechanical parts and outside weather conditions.

The noise level in the work environment is usually moderate.