

## Employment Opportunity

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8802 27th Ave NE, Tulalip, WA 98271  
Office: 360-716-5030

**JOB TITLE:** Business Support Representative

**PAY RANGE:** \$22.81 - \$34.21

**DEPARTMENT:** Salish Networks

**JOB DESCRIPTION:** Provide customer relationship; maintains general and office inventory of supplies and products and services. Present, demonstrate, and promote Internet, cable television and telephone services with the highest priority being customer satisfaction. You will provide “first contact” services by telephone, email or face-to-face, assisting customers with product and services offerings, billing questions, basic troubleshooting and general inquiries. You will process payments, prepare daily reconciliation sheets, perform document filing and distribute incoming mail and packages.

**TO APPLY:** Please visit

<https://www.quilcedavillage.org/Government/Departments/HumanResources/Employment> or contact TTFC HR at 360-716-5030. For existing employees, you may complete the web form application located on the self-service portal at <https://quilcedavillagewa.munisselfservice.com/ess/employmentopportunities/default.aspx>.

**NOTE:** *The Tulalip Tribes publicly announces that Indian Preference in hiring applies to Tulalip job opportunities.*

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**EMPLOYEE CLASSIFICATION:** Non-Exempt

**EMPLOYEE REPORTS TO:** Business Services Manager

**EMPLOYEE SUPERVISES:** N/A

**EDUCATION:**

- High School Diploma or GED equivalent required. (Documentation must be attached)

**SKILLS:**

- Ability to prioritize and complete assignments and tasks in a timely manner.
- Ability to work independently as well as in a team environment.
- Ability to perform and research telephony related projects.
- Ability to perform well in both face-to-face and voice-to-voice customer service environment.

**EXPERIENCE:**

- Minimum one (1) year experience providing excellent guest service is *preferred*.
- Minimum one (1) year experience cash handling experience is *preferred*.
- Minimum one (1) year experience clerical work experience is *preferred*.

## OTHER REQUIREMENTS:

- Must have reliable transportation and a valid driver's license.
- Must be punctual and report to work on time as scheduled.
- Must follow proper procedures for reporting absences or requesting time off in advance.
- Must be able to work with users at all levels of skills and abilities.
- Must be willing to work evenings, weekends, and/or holidays as needed.
- Must be willing to attend progressive job-related training as necessary.
- Must sign a nondisclosure and confidentiality agreement as a condition of employment.
- Must have successful employment history with the Tulalip Tribes and/or other employers.
- Must have good attendance, demonstrating reliability and consistency in work schedule adherence.
- Must be able to work and maintain professionalism when dealing with upset customers/end-users or staff.
- Must be dependable in fulfilling job duties and meeting deadlines without frequent interruptions due to absenteeism.
- Must be able to successfully pass an initial and periodic background check with various local and federal law enforcement agencies as a condition of continued employment.
- Must be familiar with Microsoft Word basic skills such as understanding the interface, editing tools, create and format documents, simple page layout features, and proofing tools.
- Must be familiar with Microsoft Excel basic skills such as understanding the interface, entering and formatting data, create and format documents, managing data, and proofing tools.

## PHYSICAL CHARACTERISTICS AND/OR PREREQUISITES:

- Stamina to sit, stand, and/or walk for prolonged periods of time.
- Mobility to bend, stoop, and/or climb stairs on an occasional basis.
- Manual and finger dexterity for the operation of a personal computer and routine paperwork.
- Tolerance to be exposed to computer screen for prolonged periods of time on a regular basis.

## SPECIFIC JOB PERFORMED:

- Maintain customer records with confidentiality.
- Write technical memos and professional correspondence.
- Provide liaison activity with outside vendors to support various programs and processes.
- Ensure adequate stock of billing supplies to support all aspect of billing services.
- Assist in the purchasing of general and office supplies to meet day-to-day operations.
- Handle billing inquiries from commercial and residential customers to include services provided, billing issues, general questions.
- Update client information in the billing software as necessary to ensure accurate business records.
- Perform other related duties as assigned.

## TERMS OF EMPLOYMENT:

This is a Regular Full-time position, requiring at least 40 hours per week, or 2080 hours per year. Employee may be required to work after hours, weekends, special events and/or on call. Employees will be required to work on-site, no telecommuting. No provisions for relocation will be provided.

**Disclaimer:** The information provided in this description has been designed to indicate the general nature and level of work performed by incumbents within this job. It is not designed to be interpreted as a comprehensive inventory of all duties, responsibilities, qualifications and working conditions required of employees assigned to this job. Management has sole discretion to add or modify duties of the job and to designate other functions as essential at any time. This job description is not an employment agreement or contract.