



Job Brief

Supply Service Attendant [CWA09]

Report ID : NMIC-RPT.STF.024 Report Date : 04/04/2025 09:59:22 AM PDT

Job Key : 61024114 Job Title : Supply Service Attendant [CWA09]

GENERAL INFORMATION

Job Brief Date : 04/20/2001
Revised Date : 2/20/2024

Wages : WS9
Time in Title (TNT) : 18 Months
Job Family : Support Services
Business Unit(s) : California Markets
Technology & Services
Discipline(s) : Broadband
Support Services
Region : West Region

GENERAL DUTIES

- SOME OF THE TASKS AND DUTIES**
- 1) Receives material from supplier, selects, prepares and loads material for deliver to field users.
 - 2) Many times daily, manually unloads stock received from trucks or off conveyer belts, and loads stock being dispatched, which requires lifting of heavy cable reels, coils of wire, cases of telephones, etc.
 - 3) Checks incoming supplies, equipment and tools against orders, and stocks material in bins or on shelves.
 - 4) Receives returned goods from the field, appraises them, and determines if they should be put back into stock or returned to the supplier.
 - 5) Handles a variety of clerical duties such as filling out forms, making reports, filing and keeping records, and works with supply catalog (about 11,000 items). These tasks require a high degree of accuracy to assure adequate supplies on hand for the field to avoid waste and confusion in ordering and recovering material.
 - 6) Could be assigned duties as storeroom attendant at Transit Distribution Centers, Intermediate Distribution Centers, Plant Operating Centers, and Bell Distribution Centers.
 - 7) May drive a fork lift.
 - 8) May be required to drive heavy duty trucks, vans, pickups, etc. while transporting equipment to various supply distribution centers and field work centers. May be required to obtain Class A or B Driver's License once on the job.
 - 9) All employees who hold a commercial driver's license and, as part of the job function are required or may be required to operate a motor vehicle whose Gross Combination Weight rating of 26,001 or more pounds inclusive of a towed unit with a gross vehicle weight rating of more than 10,000 lbs. or, is designated to transport 15 or more passengers, including the driver or, is of any size and is used in transporting hazardous materials requiring placarding under federal regulations will be required to participate in federally mandated drug and alcohol testing programs.
 - 10) Receives defective test gear and prepares Repair Service and Return Form and associated paperwork.
 - 11) Receives defective grids, prepares paperwork for shipment and repair.
 - 12) Receives defective plug-in units and circuit packs. Fills out necessary paperwork for shipment of repair.

BASIC QUALIFICATIONS

[VIEW TEST GUIDES](#)

PHYSICAL REQUIREMENTS

Must be able to lift up to 50 lbs or 100 lbs.
* For positions requiring Class A or B Driver's License may also be required (see Tasks and Duties #9) to participate in Federally mandated drug and alcohol testing programs which includes pre-duty and random drug and alcohol testing.



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The maximum body weight load is 325 lbs.

SPECIFICS

Hours

Day, evening or night shifts. Available for overtime, emergency callouts, weekends and holiday work. Shifts chosen by seniority.

ADDITIONAL FACTORS

Required Skills

This job has Required Skills. See attached Skill Code List.

Skills That May Be Required

This job has skills that May Be Required (will be shown on requisition. See attached Skill Code List.

TRAININGS

On-the-job training. Varies in length depending on assignment.

ENVIRONMENT

- 1) Works in storeroom or warehouse with semi-outdoor conditions; exposure to rain, heat, dust and dirt.
- 2) Wears safety glasses.

SKILLS

Skill Code	Skill Name	Applicability	Skill Description
C1089	Clerical Administrative	Desired	PERFORMS GENERAL CLERICAL TASKS WHICH INCLUDE FILING, TYPING, PAPER PROCESSING, CONFERENCE/TRAVEL ARRANGEMENTS AND OTHER ADMINISTRATIVE DUTIES.
C1106	Communication Skills (Speaking)	Desired	ORALLY TRANSMIT IDEAS, INSTRUCTIONS AND INFORMATION SO THEY ARE CLEARLY UNDERSTOOD BY OTHERS IN FORMAL OR INFORMAL FACE-TO-FACE SITUATIONS OR ON THE TELEPHONE.
C1148	Coordination	Desired	INTERFACE BETWEEN SEVERAL CONTACTS WITHIN AN ORGANIZATION, BETWEEN A VARIETY OF OTHER DEPARTMENTS AND/OR EXTERNAL ORGANIZATIONS TO TRACK AND AND ENSURE COMPLETION OF A TASK PROJECT; MAY INCLUDE COORDINATION OF WORKLOAD ASSIGNMENTS FOR OTHER EMPLOYEES.
C1162	Customer Contact	Desired	ABILITY TO HANDLE QUESTIONS AND CLEAR CUSTOMER (INTERNAL AND EXTERNAL) PROBLEMS AND ENSURE COMMITMENTS TO CUSTOMERS ARE MET BY RESOLVING PROBLEMS AND PROVIDING SERVICES.



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C1171	Customer Relations	Desired	INTERFACES WITH INTERNAL OR EXTERNAL CUSTOMERS IN A PROFESSIONAL MANNER IN PERSON, ON THE PHONE OR THROUGH WRITTEN COMMUNICATIONS.
C3025	Driving Large Vehicles	May be Required	EXPERIENCE IN DRIVING VEHICLES, UP TO 27,500 G.V.W.EQUIPPED WITH STANDARD MANUAL TRANSMISSION
C1394	Manual Transmission Knowledge	May be Required	ABILITY TO DRIVE A MOTOR VEHICLE WITH A MANUAL TRANSMISSION.
C1395	Map Reading	Desired	ABILITY TO READ MAPS IN GOING FROM ONE LOCATION TO ANOTHER.
C1401	Material Control Operations	Desired	PERFORMS ASSIGNED TASKS IN AREAS SUCH AS RECEIVING, STOREROOM, TOOLROOM, PACKING AND SHIPPING. REQUIRES PHYSICALLY HANDLING, CHECKING AND TRANSPORTING MATERIALS.
C1455	Office Equipment Operation	Desired	UNDERSTANDS AND IS ABLE TO USE OFFICE EQUIPMENT SUCH AS: VDT'S, FAX, COPIERS, ADDING MACHINES, MICROFICHE, CALCULATORS, ETC.
C1516	Policies & Procedures (Hazardous Waste)	Desired	KNOWS AND FOLLOWS COMPANY POLICIES ON HAZARDOUS WASTE CONTAINMENT.
C1535	Problem Resolution	Desired	ANALYZING, EVALUATING AND TRACKING SYSTEM PROBLEMS/ TROUBLES AND EQUIPMENT FAILURES UTILIZING KNOWLEDGE AND SKILLS TO AFFECT THE FINAL RESOLUTION.
C1595	Research And Investigation	Desired	THE ABILITY TO FACT FIND AND PROBLEM SOLVE BASED ON INFORMATION GATHERED FROM ONE OR MULTIPLE SOURCES.
C1602	Safety Awareness	Desired	KNOWS AND FOLLOWS COMPANY POLICY AND PROCEDURES REGARDING SAFETY. MAINTAINS APPROPRIATE LEVEL OF CAUTION WHEN WORKING, LIFTING, OR HANDLING POTENTIALLY HAZARDOUS EQUIPMENT OR MATERIALS.
C1471	Service Order Preparation	Desired	FORMAT, CODING AND PREPARATION OF THE PAPERWORK NECESSARY TO INITIATE A SERVICE ORDER. MAY REQUIRE USE OF COMPUTER TERMINAL.
C1629	Shipping And Receiving	Desired	CLASSIFYING, RATING AND ROUTING SHIPMENTS. RECEIVING AND CHECKING OF MATERIAL FROM TRUCKING COMPANIES. CARTON COUNTING AND VERIFYING RECEIVED INVENTORY. INVOLVES LIFTING AND MAY INVOLVE FORKLIFT DRIVING.



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Skill Code	Skill Name	Applicability	Skill Description
C1637	State Safety Regulations Knowledge	Desired	UNDERSTANDS STATE SAFETY REGULATIONS AS THEY APPLY TO AREA OF RESPONSIBILITY AND PERFORMS DUTIES WITHIN THAT FRAMEWORK.
C1640	Storeroom Attending	Desired	EFFECTIVELY OPERATES COMPANY STORE ROOM INCLUDING STOCKING OF INVENTORY AND DISTRIBUTION/ RECORDING OF SUPPLIES OR EQUIPMENT.
C1686	Tool Knowledge	Desired	UNDERSTANDS AND USES THE VARIOUS TOOLS REQUIRED FOR BUILDING, MAINTENANCE OR SERVICE SUPPORT FUNCTIONS IN AN EFFICIENT AND SAFE MANNER.

LICENSE/CERTIFICATIONS

Skill Code	Skill Name	Applicability	Skill Description
C1438	Motor Vehicle License (Class A)	May be Required	POSSESS A VALID CALIFORNIA/NEVADA DRIVER'S LICENSE (CLASS A) WHICH INCLUDES PASSING A CALIFORNIA/ NEVADA STATE PHYSICAL EXAM. BE ABLE TO DRIVE LARGE TRUCKS, PULL TRAILERS AND HAVE A KNOWLEDGE OF AIR BRAKES.
C1786	Motor Vehicle License (Class B)	May be Required	POSSESS VALID CALIFORNIA DRIVER'S LICENSE (CLASS B)
C1437	Possess valid driver's license.	Required	Possess valid driver's license.

REASONABLE ACCOMMODATIONS

Reasonable accommodations will be made for qualified candidates with disabilities. Essential job functions are identified for specific jobs on job requisition forms.