



Dear Applicant:

Thank you for your interest in the position of Staff Assistant - CABS. Enclosed are a detailed Position Profile for your review and an Employment Application. The salary range for this position is \$10.43 – \$21.29 per hour, commensurate with experience.

Ponderosa offers a comprehensive benefit package, including several group health plans to choose from, life insurance, paid vacation, holiday and sick leave, a 401 (k) plan and more.

Skills and aptitude testing may be administered during the interview process. As a condition of employment, Ponderosa requires the satisfactory results of a post-offer background investigation and of a drug screen. This information must be received in our office prior to the first day of employment. A physical capabilities test will also be required as part of the post-offer, pre-employment criteria.

Employment at Ponderosa Telephone is terminable “at-will.” This means that the employee or the Company may terminate the employment relationship at any time; for any reason, with or without cause and with or without notice. At-will employment also means that employment is not for a definite period, or for as long as performance is satisfactory. No supervisor or manager of Ponderosa Telephone is authorized to promise employment, other than at-will, before or after employment begins.

If you are interested in being considered for this employment opportunity, please complete, **in its entirety**, the employment application and return it to our office no later than Friday, August 6, 2010.

You may return the application by e-mail to apply@ponderosatel.com or send to:

Ponderosa Telephone
P.O. Box 21
O’Neals, CA 93645

Attention: Human Resources

Thank you.

POSITION PROFILE

POSITION: Staff Assistant - CABS	DEPARTMENT: Finance
CUSTOMARY WORK HOURS: 8:00 a.m. to 4:30 p.m.	
CUSTOMARY WORK DAYS: Monday – Friday	
SALARY GRADE: Staff Support Schedule III	STATUS: Non-exempt
REPORTS TO: Regulatory Manager	

POSITION SUMMARY

The Staff Assistant – CABS is accountable for all aspects of Carrier Access Billing and provides various weekly, monthly, quarterly and annual reports to management, outside companies, and agencies. The position also provides general clerical support to the Accounting, Regulatory and Information Services staff.

Access to highly sensitive documents, material and conversation requires strict confidentiality on the part of the Staff Assistant – CABS.

PRINCIPAL ACCOUNTABILITIES

DAILY

- Maintain and monitor CABS and Miscellaneous Accounts Receivable general ledger accounts and manage collection activity as necessary
- Interface with Regulatory Analyst on all aspects of CABS and Regulatory processes
- Provide support to all Accounting/Regulatory personnel with their tasks and/or special projects and assistance to other department's personnel as requested.
- Provide clerical assistance (e.g., filing, scanning) to Accounting, Regulatory and Information Services Staff.
- Perform daily mailing service functions.
- Understands and accepts the necessity for reporting to work, on time, and is ready and able to perform the duties and responsibilities of the position on a daily basis
- Proactive involvement in the Company's Safety Program, including compliance with all rules and regulations, and for continuously practicing safety while performing their duties

PERIODIC

- Produce monthly Carrier Access Bills (CABS) and prepare associated journal entries and reports
- Prepare general ledger account reconciliations for CABS related accounts.
- Perform monthly claim process for both CTF and E-rate billings and related journal entries. Prepare monthly reconciliation for CTF and E-Rate receivable accounts.
- Prepare and submit other regulatory reports and claims.
- Work with Accounting and Regulatory personnel to develop, document and update desk top procedures.
- Maintain the Item Code Master with direction and approval from the Accounting Administrator, Regulatory Manager and/or the Customer Operations Supervisor.
- Develop, prepare, and/or complete reports and documentation in support of accounting and regulatory activities
- Coordinate the archiving of accounting documents in compliance with the Company's policy
- Assist with the monthly customer bill production (printing, sorting, stuffing and posting).
- Prepare support documentation and provide assistance with the fiscal and tax audits
- Perform special projects as assigned by the Regulatory Manager and Accounting Administrator
- List of principal accountabilities is not exhaustive and may be supplemented as necessary

KEY PERFORMANCE FACTORS

ACHIEVING RESULTS

- Applies knowledge of the job. Applies knowledge to new or challenging situations
- Applies technical skills (includes applying existing skills in new or challenging situations)
- Accepts responsibility for and follows through on tasks, assignments, and other responsibilities in a timely manner
- Meets departmental standards for productivity (rated on the basis of work accomplished to volume of work)
- Performs duties with accuracy, thoroughness, attention to detail, and neatness
- Sets challenging, but Realistic goals
- Holds self accountable for individual results
- Monitors quality of own or others' work (e.g., double-checks the accuracy of information or work product; checks to ensure that procedures are followed)
- Takes actions to solve a problem or overcome an obstacle to achieving results
- Makes specific changes in work processes or own work methods to improve performance (e.g., does something better, faster, at lower cost, more efficiently; improves quality, customer satisfaction, morale, revenues)
- Performs work in a safe and healthful manner and in accordance with the Company's Safety Program

PROACTIVITY

- Recognizes tasks, activities, assignments to be done and completes them without specific directive or actively seeks new duties or challenges
- Offers one or more ideas to improve work processes or departmental productivity. Initiates actions to address an anticipated problem or obstacles. Actions are within the constraints of respective authority
- Has the ability to seek information from a wide variety of sources concerning a problem or issue affecting a specific project or department as a whole

TEAM ATTITUDE

- Expresses the belief that others are fully capable of contributing to the work process and being effective when given the chance
- Participates willingly in departmental or work group decisions. Demonstrates commitment to achieving departmental goals by assisting others, even if the task is not a part of their primary roles and responsibilities
- Shows respect for other's intelligence by appealing to reason
- Genuinely values others' input and expertise and is willing to learn from others (including supervisors, peers, and subordinates)

ORGANIZATIONAL COMMITMENT

- Respects the ways things are done in the organization and does what is expected (e.g., dresses appropriately, presents the Company in a positive light). Follows Company policies and procedures
- Respects and accepts what management sees as important
- Maintains attendance in accordance with Company guidelines and is consistently punctual
- Makes choices and sets priorities to meet Company's needs
- Cooperates with others to achieve organizational/departmental objectives
- Publicly acts to fit the Company's mission

KEY PERFORMANCE FACTORS

continued

FLEXIBILITY

- Understands other people's point of view
- Able to shift easily from one task or focus to a different one
- Willing to change ideas or perceptions based on new information or contrary evidence
- Decides what to do based on the situation (e.g., acts to fit the situation or person)

SELF-MANAGEMENT

- Demonstrates an ability to handle stress on the job (e.g., able to multi-tasks, prioritize)
- Controls own strong emotions, such as anger or extreme frustration. Remains calm in stressful situations, addressing difficult problems one at a time
- Remains productive under stress. Deals with stress directly and does not allow stress to weaken one's ability to complete a task or interact effectively with others

CUSTOMER SERVICE ORIENTATION (internal and external)

- Gives friendly, cheerful service
- Follows through on customer inquiries, requests, complaints
- Keeps customer up-to-date about progress of projects (but does not probe customer's underlying issues or problems)
- Maintains clear communication with customer regarding mutual expectation, monitors customer satisfaction

PHYSICAL REQUIREMENTS

- Possesses the ability to speak clearly and understandably and hear communications by telephone and in person
- Possesses fine and gross manipulation skills
- Possesses grasping and power grip abilities
- Must have good vision (with correction)
- Must be able to sit for prolonged periods of time
- Must have minimal ability to stand, sit, squat, bend, kneel, twist, crawl, reach, lift, balance, carry, push, and pull as required for light duties of standard office clerical positions
- Must be able to lift 20lb. maximum with frequent lifting and/or carrying objects weighting up to 10lb.

QUALIFICATIONS

EDUCATIONAL REQUIREMENTS

- High school diploma or equivalent
- 2 year college or vocational degree in Accounting or related field desirable

TECHNICAL REQUIREMENTS

- Conceptual and practical understanding of general accounting principles
- Proficient in the use of computerized accounting with an emphasis on Microsoft Office products.
- Proficient and accurate with 10-key by touch.
- Conceptual and practical understanding of Carrier Access Billing system; Quintrex Data Systems desirable
- Experience in telephony and regulatory tariff process desirable
- Possesses and maintains a valid and unrestricted class "C" driver's license, with driving records that provides insurability under the Company's vehicle insurance carrier and within the guidelines of the Company

WORK EXPERIENCE

- 1 year general accounting experience desirable

ENVIRONMENTAL CONDITIONS

GENERAL OFFICE CONDITIONS

Exposure to an air-conditioned/heated office environment with exposure to low noise levels from office equipment and voices. No exposure to notable hazards or unusual atmospheric conditions

THIS POSITION PROFILE DOES NOT PROMISE OR IMPLY THAT THE ACCOUNTABILITIES LISTED ARE THE ONLY DUTIES TO BE PERFORMED OR THAT THE POSITION MAY NOT CHANGE, OR BE ELIMINATED. JOB TASKS AND RESPONSIBILITIES ARE NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY. THE REQUIREMENTS FOR THE POSITION ARE REPRESENTATIVE OF THE KNOWLEDGE, SKILL AND/OR ABILITY TO PERFORM DUTIES OF THE JOB. JOB TASKS AND RESPONSIBILITIES MAY BE ALTERED AT ANY TIME, WITH OR WITHOUT WRITTEN NOTICE. IN NO WAY DOES THIS DOCUMENT ALTER THE AT-WILL STATUS OF THE PONDEROSA TELEPHONE CO.

EMPLOYMENT DESIRED:

Position: _____ Date You Can Start: _____

Expected Rate of Pay? _____ Are You Employed Now? _____

If So, May We Contact Your Present Employer? _____

Have You Worked For Ponderosa Telephone Before? Yes No If YES, when _____

Have You Applied To Ponderosa Telephone Before? If So, When _____

Are You Able To Perform The Essential Functions Of The Job For Which You Applied, Including Regular Attendance? Yes No

Please check all that apply regarding your work availability:

- Full-time Part-time Shift-work On-call Weekends Overtime Holidays

EDUCATION AND SKILLS:

	Elementary School					High School				Undergraduate College/University				Graduate/ Professional			
School Name and Location																	
Years Completed	4	5	6	7	8	9	10	11	12	1	2	3	4	1	2	3	4
Diploma/Degree																	
Describe Course of Study																	

Describe any specialized training, apprenticeship, skills or extra-curricular activities that are relevant to the job for which you are applying	
Describe any honors, scholarships, appointments or awards you have received.	
State any additional information you feel may be helpful to us in considering your application	

Indicate any foreign languages you can speak, read and/or write			
	Fluent	Good	Fair
SPEAK			
READ			
WRITE			

List professional, trade, business or civil activities and offices held. You may exclude information that would reveal sex, race, religion, national origin, age, ancestry, or disability or other protected status or personal information:

List any professional or vocation certificates, licenses, or registrations that you currently hold or have held in the past:

U.S. Military or Naval Service? No Yes Rank: _____

Citations/Awards: _____

List any job-related skills that you learned while in the U.S. Military or Naval Service:

Driver's License Information:

Number: _____ Class: _____ State: _____ Expiration Date: _____

Restrictions or Suspensions (respond fully if driving is required by the position for which you are applying):

GENERAL INFORMATION:

What do you expect to be doing in five years?	What would your last manager/supervisor say about your job performance?
What has been your favorite/most interesting job?	What made it enjoyable/interesting?
What job did you dislike the most?	Why did you dislike it?

Have you entered into any agreement with any former employer (for example, an agreement not to compete or confidentiality agreement) that may impact your ability to work for Ponderosa Telephone?

No Yes

Are you over 18 years of age? No Yes

Do not answer “Yes” to the following two questions if the only reason for doing so is either:

- (a) a conviction under: Health & Safety Code sections 11357(b) or (c), 11360(b) (formerly section 11360(c)), 11364, 11365, or 11550, or their statutory predecessors, which related to marijuana convictions that occurred two or more years ago; or
- (b) if the conviction or plea resulted in participation in a pre-trial or post-trial diversion program.

Note: A “Yes” answer will not necessarily disqualify you from employment. Please explain any “Yes” answer so that individual circumstances can be considered. Use additional paper if necessary.

Have you ever been convicted of a felony? Yes No

Have you ever been convicted of a crime? Yes No

Are you currently awaiting trial for any criminal offense? Yes No

Have you ever initiated an act of violence in the workplace: Yes No

Have you used illegal drugs within the past three (3) weeks? Yes No

If yes, which illegal drugs did you use and When? _____

Are you currently under arrest for any crime, other than for possession of less than one ounce of marijuana more than two years ago, which has not been resolved (i.e., pending trial, etc.)?

No Yes

Are you able to perform the duties of the position for which you are applying, including regular attendance?

No Yes

FORMER EMPLOYERS

Start with your present or last job and go back at least 10 years. Include any job-related military service assignments and volunteer activities. Attach additional sheet(s) if necessary.

1. Employer:		Dates Employed		Work Performed
Address		From	To	
Telephone Number(s)		Hourly Rate/Salary		
Job Title	Supervisor	Starting	Final	
Reason for Leaving				
2. Employer:		Dates Employed		Work Performed
Address		From	To	
Telephone Number(s)		Hourly Rate/Salary		
Job Title	Supervisor	Starting	Final	
Reason for Leaving				
3. Employer:		Dates Employed		Work Performed
Address		From	To	
Telephone Number(s)		Hourly Rate/Salary		
Job Title	Supervisor	Starting	Final	
Reason for Leaving				

4. Employer:		Dates Employed		Work Performed
Address		From	To	
Telephone Number(s)		Hourly Rate/Salary		
Job Title	Supervisor	Starting	Final	
Reason for Leaving				
5. Employer:		Dates Employed		Work Performed
Address		From	To	
Telephone Number(s)		Hourly Rate/Salary		
Job Title	Supervisor	Starting	Final	
Reason for Leaving				
6. Employer:		Dates Employed		Work Performed
Address		From	To	
Telephone Number(s)		Hourly Rate/Salary		
Job Title	Supervisor	Starting	Final	
Reason for Leaving				

Did you receive written performance evaluations from any of your prior employers?

No Yes

If so, please list employers that did such evaluations, describe the frequency of such evaluations and check the appropriate box indicating whether you signed such evaluations:

Employer	Frequency of evaluations (e.g., annual, bi-annual, etc.)	Signed?
		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No
		<input type="checkbox"/> Yes <input type="checkbox"/> No

Have you been discharged or asked to resign from a position or a job? No Yes

If yes, explain:

Explain any gaps in your employment history. (Do not provide information about any physical or mental disabilities or other medical information.)

REFERENCES:

List four (4) non-employment references who are not related to you, and have known you for at least one year.

NAME	ADDRESS	TELEPHONE #	YEARS ACQUAINTED

Please remember to review your application for completeness. The application must be filled out in its entirety. You may attach additional information, including your resume, to the back of this application.

ACKNOWLEDGEMENT BY APPLICANT

I understand and acknowledge the following:

1. I understand that I am entitled to copies of any public records obtained directly by the Company in connection with my application for employment. Check one:

I waive do not waive my right to receive copies of public records obtained directly by the Company.

2. If I am offered employment, I will, as a condition of employment, be required to submit proof of my identity and legal right to work in the U.S.

3. I understand that, if I am employed, any false statement, misrepresentation, or omission of facts on this application or on any supporting documents, regardless of when discovered to be false or omitted, may result in my immediate dismissal.

4. I understand that I will be required to possess and maintain a current and valid California driver's license if my job requires me to drive in the course of my work.

5. I agree that, if I am offered a position, it will be offered on condition that my employment shall be at will and for no definite period, and that my employment may be terminated at any time with or without cause and with or without prior notice. I understand that, except for the President of the Ponderosa Telephone, no supervisor or manager may alter or amend the above conditions. Only the President of the Company has authority to enter into any agreement for employment for any specified period of time or to make any agreement contrary to the foregoing.

6. I understand and agree that, if I am offered a position, it will be a conditional offer based on my successful passing of a drug and alcohol screen.

7. I understand and agree that as a condition of my employment I may be required to undergo a job-related medical examination. I also understand the offer is conditional upon my successful passing of such an exam.

8. I agree that I will settle any and all previously unasserted claims, disputes, or controversies arising out of or relating to my employment, my application or candidacy for employment, and/or cessation of employment with Ponderosa Telephone, exclusively by final and binding arbitration before a neutral Arbitrator (pursuant to the Company's Alternative Dispute Resolution Policy). By way of example only, such claims include claims under federal, state, and local statutory law, such as the Fair Employment and Housing Act, Age Discrimination in Employment Act, Title VII of the Civil Rights Act of 1964, as amended, including the amendments of the Civil Rights Act of 1991, the Americans With Disabilities Act, the law of contract and the law of tort.

9. If I am offered employment, I will, as a condition of employment, furnish proof that I am over 18 years of age.

10. I agree that, if I am offered employment, I will be required to conform to the rules and regulations of the Company.

11. I authorize investigation of all statements contained in this application and any supporting documents. I authorize the Company to secure information about my experience from former employers, educational institutions, government agencies, or any references I have provided, and for those parties to provide information concerning my experience and I hereby release all parties from any liability arising from such investigation.

12. I understand that no supervisor or manager may alter or amend the conditions set forth in paragraphs one (1) through eleven (11) above. I understand that the foregoing conditions can only be altered or amended by a written agreement signed by the E.L. Silkwood, President of Ponderosa Telephone.

Date: _____

Signature of Applicant



Ponderosa

[Site Map](#)

800-682-1878

559-868-6000



Home



Directory



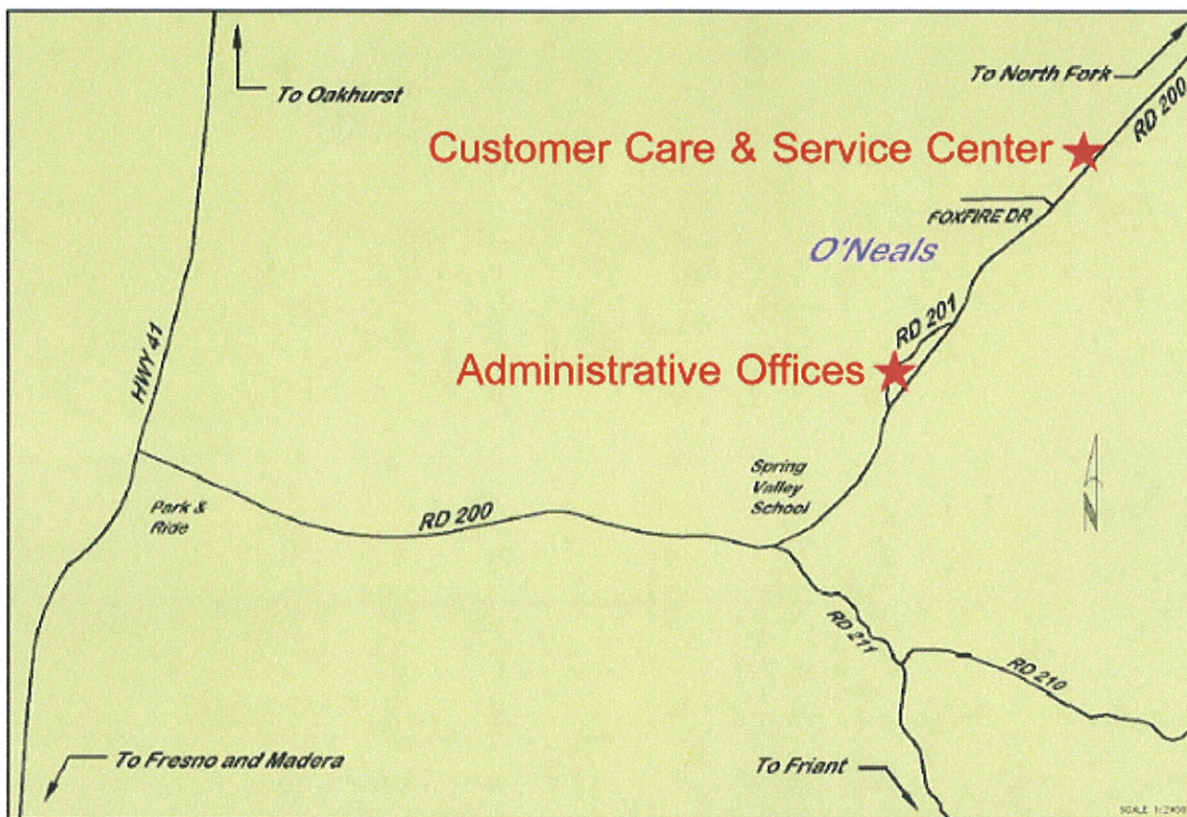
My E-Bill



E-Mail Us

[Customer Care](#) ▾ [Telephone](#) ▾ [Internet](#) ▾ [Long Distance](#) ▾ [Cablevision](#) ▾ [Ponderosa](#) ▾

Directions



CUSTOMER CARE & SERVICE CENTER

Customer Care Center,
Engineering Office and Warehouse
47671 Road 200
O'Neals, CA 93645
(559)868-6000

ADMINISTRATIVE OFFICES

Executive and Administrative Offices
47034 Road 201
O'Neals, CA 93645
(559)868-6000