

  
**MESSER CAPARELLO**  
Attorneys At Law  
*Strategically Positioned in Florida's Capital*

May 23, 2017

**BY HAND DELIVERY**

Ms. Carlotta Stauffer  
Commission Clerk  
Room 110, Easley Building  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850

**REDACTED**

RECEIVED-FPSC  
2017 MAY 23 AM 11:00  
COMMISSION CLERK -Dm

Re: Docket No. 140029-TP; Florida Telecommunications Relay, Inc.'s Confidential Response to Staff Inquiry

Dear Ms. Stauffer:

Florida Telecommunications Relay, Inc. ("FTRI"), pursuant to Rule 25-22.006(4), Florida Administrative Code and Sections 119.07(1) and 366.093(3), Florida Statutes, hereby requests that certain information previously provided to Staff on May 12, 2017, concerning employee compensation, receive confidential classification, as FTRI treats its employees' salaries, health insurance and disability as proprietary and confidential business information, the release of which would harm its employees' privacy. Pursuant to Rule 25-22.006(4), Florida Administrative Code, in the attached envelope is the document with the confidential information highlighted. Additionally, attached please find edited copies of this document, which block out the specific information that FTRI deems confidential for the reasons previously stated.

Please acknowledge receipt of this letter by stamping the extra copy of this letter "filed" and returning the same to me.

Thank you for your assistance with this filing.

Sincerely,



Robert J. Telfer III

Enclosure

cc: Ms. Beth Salak

P. O. Box 6385  
Marianna, Florida 32447  
(850) 482-7485  
hrp@phonl.com

Human Resource Professionals, Inc.

**REDACTED**

**Florida  
Telecommunications  
Relay, Inc.**

*Compensation Analysis Project*

# Compensation Analysis Project

## Background

Florida Telecommunications Relay, Inc. (FTRI) is a not-for-profit corporation founded for the purpose of administering the Florida Telecommunications Access System Act (TASA) of 1991. Under the oversight of its Board of Directors and the Florida Public Service Commission, FTRI:

- Administers the distribution of specialized telecommunications equipment to persons who are deaf, hard of hearing, hearing and/or speech impaired, or dual sensory impaired;
- Performs educational and outreach activities to promote FTRI's programs and Florida Relay services; and,
- Collects data and prepares detailed reports regarding the status of the telecommunications access system and the agency's outreach and educational initiatives.

FTRI receives funding through the Telecommunications Relay surcharge on each telephone land line. Each regulated company submits the TASA surcharge fee, currently \$0.11 per land line per month, to FTRI to administer the state's telecommunications access program. The Public Service Commission may alter the surcharge rate from year to year, based on the approved FTRI budget and other factors.

The federal Interstate Telecommunications Relay Services Fund currently funds the cost of Internet Protocol Relays and Video Relay Services. However, the Federal Communications Commission (FCC) has recently proposed shifting the intrastate portion of these services to each state, which is expected to result in an additional \$17 million to \$22 million in relay costs for the state of Florida.

When fully staffed, FTRI employs fifteen (15) full-time employees to carry out its mission and program of work. Currently, two (2) of the FTRI positions are un-staffed, while another position is filled by a temporary employee. According to the Bureau of Labor Statistics, the December 2007 seasonally adjusted job opening rate was 3.0%, for private industry and in the South. According to FTRI management, separating employees suggested during exit interviews that compensation is a significant factor in the agency's higher than average turnover rate. (**Appendix 1: JOLTS**)

Since turnover can be costly in qualitative and quantitative terms, FTRI contracted with Human Resource Professionals, Inc. to conduct the Compensation Analysis Project, outlined below.

## Scope of Project

The scope of the Compensation Analysis Project included:

- Conducting job analysis and developing written job descriptions for each of FTRI's twelve positions. The job description format supports employee recruitment and

selection, employee development, performance management, compensation planning and other human resource functions. (**Appendix 2: Job Descriptions**)

- Evaluating FTRI positions using a point factor system to objectively quantify the value of each. The job evaluation allows objective placement of each job on the salary schedule based on its value. This process supports the identification of comparable positions during the job pricing process.
- Matching FTRI positions against similar positions represented in published labor market data and identifying the current market rate for each.
- Compiling and analyzing market data to determine the average market rates for each position, the market average for each salary level, and an appropriate pay range for each pay level.

## **Project Methodology**

Job analysis interviews were conducted with incumbents and supervisors. The job duties, qualifications, and other requirements were documented in written job descriptions and reviewed by the employee, supervisor, and/or Executive Director. Each position was evaluated using nine compensable factors of the point factor system. The compensable factors include: knowledge, supervisory controls, guidelines, complexity, scope and effect, personal contacts and purpose of contacts, physical demands and working conditions. Since jobs tend to change over time, the evaluative language is stated in the job description to prompt a re-evaluation of positions as appropriate. The quantitative value of each job was calculated, and the position was assigned to its corresponding salary level based on an established range of points.

A number of factors were considered in the selection of wage and salary survey data including: geographic area, recency, employees, and survey methodology. To obtain the most recent labor market data for the FTRI employee recruitment area, the following surveys were used:

- The 2006 National Compensation Survey (NCS) for the Tallahassee metropolitan statistical area (MSA);
- The 2007 National Compensation Survey for the Ocala MSA; and;
- The 2007 Florida Occupational Employment and Wages (OEW) for the Tallahassee MSA.

### **National Compensation Surveys**

The 2006 National Compensation Survey for Tallahassee MSA represents earnings of full-time and part-time civilian (private and state and local government) workers in a variety of occupations throughout Leon and Gadsden Counties (**Appendix 3: NCS-Tallahassee MSA Table 2**). The data for this survey was collected from December 2005 through January 2007, with an average reference month of June 2006. To adjust the survey data for recency, survey rates were increased by 4.4%, the rate of change in the Consumer Price Index for All Urban Consumers for the South for the 12 months ending December 2007. (**Appendix 4: CPI For The South December 2007**)

The NCS reports employee earnings on the basis of broad job classifications and salary levels, which correlate with the point factor system used to evaluate the FTRI positions. While NCS data is generally preferred because of the ease of matching similarly valued jobs, there was no data specified for Level 9 managerial employees. Therefore, to estimate a competitive market rate for this level, HRP relied on the 2007 National Compensation Survey for Ocala MSA

(Appendix 5: NCS-Ocala MSA Table 2). This survey represents earnings of full- and part-time civilian workers throughout Marion County, Florida, and was collected between June 2007 and October 2007, with an average reference month of August 2007. Sufficiently recent, this data was adjusted for geographic region using the 2007 Florida Price Level Index (Appendix 6: Florida Price Level Index).

Established by the Florida Legislature, the Florida Price Level Index (FPLI) is used for determining district cost differentials for school personnel throughout the state. Similar to national and regional Consumer Price Indices, the FPLI is useful in calculating cost-of-living differentials between Florida's counties. The geographic adjustment factor was calculated by dividing the average of the Leon and Gadsden Counties FPLI indices by the Marion County's FPLI index. The resulting factor of 98.26% was applied to the NCS-Ocala salary data to estimate the Tallahassee MSA market rate for Level 9 employees.

#### Agency For Workforce Innovation

FTRI positions were additionally matched against benchmarked jobs reported in the most recent Florida Occupational Employment and Wages report for the Tallahassee MSA (Appendix 7: Florida Occupational Employment and Wages 2007). Released by The Agency For Workforce Innovation in November 2007, this report provides 2007 wages estimates for standard occupational classifications (SOC) in the Workforce Region comprised of Gadsden, Jefferson, Leon and Wakulla Counties. The wage estimates are calculated by adjusting 2<sup>nd</sup> quarter 2006 wage rates by the 2007 3<sup>rd</sup> quarter Employment Cost Index. To the extent possible, FTRI positions were matched against SOC position summaries.

#### State of Florida Compensation System

Since FTRI is a quasi-governmental agency, consideration was given to using state employment data in determining market rates. In July 2002, the state adopted a broadband classification system in that significantly reduced the number of pay bands and expanded the pay range for each band. The broadband system provides each agency with greater flexibility in structuring their organizations and administering pay. Expansive salary ranges allows the movement of employees within their ascribed pay ranges without reclassification. Under the broadband system, pay ranges for managerial and executive occupational groups have a spread of 300%, while other pay bands have bandwidths of 150%. The breadth of the bandwidths, difficulty in determining actual pay rates for comparable positions, and other factors rendered this information unsatisfactory for job pricing. Additionally, state and local government wage rates are represented in the NCS and OEW survey data:

#### Data Compilation and Analysis

To determine the average market rate paid by competing employers, FTRI positions were matched against similar positions reported by the selected surveys. An average market value was calculated for each position and salary level (Appendix 8: Labor Market Data Compilation).

Salary ranges are generally a function of the length of time it takes an employee to become competent in the position, with a wider range for longer learning curves. The market midpoints for FTRI salary levels are presented with a recommended salary range in Appendix 9: Proposed Salary Schedule. Using a 25% spread, the minimum pay rate for each level was calculated by multiplying the level's midpoint or market rate by a factor of 75%. The maximum wage rate was determined by multiplying the midpoint by 125%.

#### Out-Of-Range Salaries

FTRI salary data was not provided; therefore, HRP was unable to determine if any employee falls above or below the proposed salary range for his or her position.

In the event an employee falls below the established salary range, the position is "green circled." Green-circled salary should be brought within range as soon as practicable, either through higher than normal wage increases or more frequent increases. A salary that falls above the established range is "red circled." A red-circled salary should not be reduced, but may be frozen or awarded lower than normal increases until the salary schedule captures the current level. Where appropriate, a red-circled position may be expanded to include increased responsibilities to warrant the higher pay level.

## **Recommendations**

### **Turnover**

With both intangible and tangible costs, turnover can be devastating to an organization. Low morale, declines in productivity, and other intangible turnover costs are often difficult to measure. However, the Hay Group estimates the cost of replacing workers to range from six months salary for an hourly employee to 18 months salary for a professional employee. The Saratoga Institute estimates the average cost of turnover to equal one year's salary and benefits for the position.

The cost of turnover can vary significantly from one organization to another depending on availability of a labor pool, recruitment and selection practices, and other factors. HRP recommends that FTRI calculate its turnover costs using the Department of Labor's Cost-of-Turnover Worksheet presented in **Appendix 10**.

### **Compensation Planning**

Compensation planning can be one of the most challenging tasks an employer undertakes. Employees expect to be paid fairly for the jobs they perform, and numerous employment laws create a maze of compensation-related regulations. Failure to maintain an effective compensation plan can result in decreased morale, increased turnover, inability to recruit and retain qualified employees, claims of discrimination, regulatory fines, and a host of other problems.

To minimize these challenges, employers typically develop a written compensation plan that specifies how salaries are determined, administered and the plan is maintained. Topics often include:

- Plan objectives;
- Salary determination;
- Calculation of wage rates;
- Minimum wage and overtime;
- Pay increases;
- Transfers, promotions and demotions;
- Pay differentials;
- Incentives and awards;
- Reimbursements; and
- Deductions and withholdings.

Compensation plans are generally designed to:

- Successfully recruit and retain qualified employees;
- Comply with state and federal employment laws;
- Reward and motivate employee performance;

- Preserve internal pay equity;
- Maintain external competitiveness and minimize employee turnover;
- Establish policies and procedures for sound and consistent salary administration;
- Support the organizational culture and objectives;
- Control total labor costs; and
- Support sustainable wages, benefits, and employment levels.

The compensation plan must be periodically reviewed to evaluate its effectiveness in meeting objectives and updated to comply with changes in regulations, market and business, organizational objectives, and other factors.

### **Salary Determination**

To minimize the risk of claims of discrimination or unfair labor practices, employee compensation should be based on objective and rational methods, such as those used in developing the proposed salary schedule presented in Appendix 9.

The placement of an individual within his or her assigned salary range is generally a factor of job experience and proficiency in meeting the job expectations. Typically, a new employee who meets the minimum qualifications of a position is hired at or near the minimum rate for the salary level. The employee traditionally moves up within the salary range based on experience and job performance.

Employers typically award pay increases to:

- Minimize the impact of inflation on employee pay by awarding cost-of-living increases;
- Encourage employee longevity;
- Compensate for differentials in working conditions, if appropriate; and/or,
- Reward meritorious employee performance.

A cost-of-living adjustment (COLA) is often granted "across the board" on a percentage basis to offset the effects of inflation on employee wages. Since inflation alone is not the only factor that affects the labor market, periodic wage and salary studies should be used to identify current market rates.

Pay increases may be granted to award the longevity of an employee who meets performance standards for his or her position. Since the market midpoint represents the wage rate for an employee who fully meets performance standards, no employee should move beyond the market midpoint rate unless he or she exceeds the performance standards for the job.

In situations where there is a variety of working conditions, employers may provide additional compensation in the form of shift differentials, call-in pay, hazardous duty pay or other premiums.

High performers may be given merit awards to reward past performance and to serve as an incentive for future performance. Merit increases may be provided as a salary increase or bonus, depending on the consistency of achievement, amount of the award and other factors. Only employees who consistently exceed established performance standards should earn a salary above the range midpoint. Bonuses are often used to provide a non-recurring reward, as may be appropriate for accomplishing a special project. A bonus may also be used to maximize the impact of an award that may seem insignificant as a wage increase. When performance is a factor in determining compensation, an objective performance evaluation system must be used.

Salary increases should not be automatic. Every increase should be carefully evaluated to determine fairness and sustainability. Generally, only employees who meet acceptable standards of performance are eligible to receive a salary increase, however, discretion may be used if an employee has little experience in the position but demonstrates acceptable progress.

### **Compensation Plan Maintenance**

Many employers make annual cost-of-living adjustments to mitigate the effect of inflation on pay rates. While this practice may help prevent wage erosion, it does not provide an accurate picture of the labor market. Therefore, it is generally recommended that employers conduct a wage and salary study every two or three years. Since pending increases in the federal minimum wage rate and annual increases in the state minimum wage rate are expected to result in salary compression at lower pay levels, a more frequent re-calibration of the salary schedule to market data may be required to maintain a competitive position in the labor market.

Compensation plans should be periodically reviewed and adjusted to reflect changes in legislation, labor market conditions, compensation trends, employer objectives and other factors. The Fair Pay Act of 2004 resulted in some significant changes in employee classification for minimum wage and overtime provisions and required employers to re-evaluate the status of their employees to ensure compliance. Employee turnover, declining morale, or other triggers may suggest that an employer's compensation plan is no longer effective.

### **Summary**

As the administrator of the Florida Telecommunications Access System Act, Florida Telecommunications Relay, Inc. (FTRI) must be a good steward of its resources—including its human resources. The agency's ability to effectively fulfill its mission depends on its ability to maintain a trained and qualified staff. Turnover concerns have been the impetus for this Compensation Analysis Project, which included:

- Development of written job descriptions for each of FTRI's twelve positions;
- Evaluation of each position using an objective point factor system to determine its appropriate placement on the salary schedule;
- Compilation and analysis of relevant labor market data to determine competitive salary ranges for each salary level; and,
- Presentation of recommendations regarding the design, administration and maintenance of the FTRI Compensation Plan.

While the proposed salary schedule establishes minimum and maximum wage ranges for each salary level based on current market data, an individual's position within his or her ascribed salary level is generally a factor of job experience and performance. A sound performance evaluation system is essential when performance is a factor in making compensation or employment decisions.

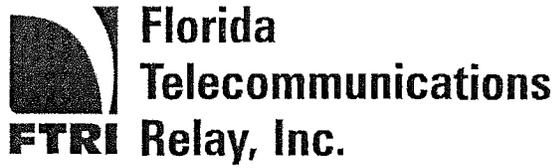
### **Personal Note**

It has been a privilege to work with FTRI on this Compensation Analysis Project. It is my sincerest hope that the results of this study will contribute to FTRI's continued success in carrying out its noble and needed mission.



**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**Labor Market Data Compilation**

Job Title	Points	Level	BLS-Tall 2006	BLS-Tall Adjusted	BLS-Ocala 2007	BLS-Ocala Adjusted	AWI-Tall 2007 Est	Mean Wage	Level Midpoint	Annualized Market Rate
Executive Director	2410	11	\$41.51	\$43.34			\$40.22	\$41.78	\$41.78	\$86,902.40
Outreach Manager	2210	10	\$31.05	\$32.42			\$31.73	\$32.07	\$29.93	\$62,254.40
Business Manager	2135	10	\$31.05	\$32.42			\$23.16	\$27.79		
EDP Manager	2060	9			\$28.70	\$28.20		\$28.20	\$28.20	\$58,656.00
Outreach Specialist	1510	7	\$15.91	\$16.61				\$16.61	\$16.61	\$34,548.80
AR-Accounting Specialist	1430	7	\$15.91	\$16.61				\$16.61		
Distribution Prog Coord II	1480	7	\$15.91	\$16.61				\$16.61		
Distribution Prog Coord I	1105	6	\$14.59	\$15.23			\$14.90	\$15.07	\$15.15	\$31,512.00
Outreach Assistant	1335	6	\$14.59	\$15.23				\$15.23		
AP Clerk	880	5	\$12.42	\$12.97			\$13.90	\$13.43	\$12.35	\$25,688.00
Receptionist	940	5	\$11.14	\$11.63			\$10.91	\$11.27		
Distribution Prog Clerk	705	4	\$11.14	\$11.63			\$12.19	\$11.91	\$11.91	\$24,772.80



**FTRI Staff Salaries 2007 / 2008**

*(As of February 28, 2008)*

<b>Staff</b>	<b>Position (15 total authorized)</b>	<b>Current Salary</b>	<b>Salary Range (Approved by BOD April 29, 2004)</b>	<b>Date Hired</b>
[REDACTED]	EDP Manager	[REDACTED]	[REDACTED]	4/10/1995
[REDACTED]	Outreach Manager	[REDACTED]	[REDACTED]	1/21/2003
[REDACTED]	Outreach Specialist	[REDACTED]	[REDACTED]	12/13/1991
[REDACTED]	DPC II	[REDACTED]	[REDACTED]	7/5/2005
[REDACTED]	Account Receivables	[REDACTED]	[REDACTED]	3/29/2004
[REDACTED]	DPC I	[REDACTED]	[REDACTED]	2/19/2007
[REDACTED]	DPC II	[REDACTED]	[REDACTED]	6/22/2006
[REDACTED]	DPC II	[REDACTED]	[REDACTED]	7/6/2004
[REDACTED]	Outreach Specialist	[REDACTED]	[REDACTED]	8/13/2007
[REDACTED]	Business Manager	[REDACTED]	[REDACTED]	7/16/2007
[REDACTED]	DPC I	[REDACTED]	[REDACTED]	12/18/2007
[REDACTED]	Administrative Assistant	[REDACTED]	[REDACTED]	
[REDACTED]	Receptionist	[REDACTED]	[REDACTED]	
[REDACTED]	Outreach Secretary	[REDACTED]	[REDACTED]	
[REDACTED]	Executive Director	[REDACTED]	[REDACTED]	11/27/1995

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**JOB DESCRIPTION**

**Job Title:** Executive Director  
**Department:** Administration  
**Reports To:** Board President  
**FLSA Status:** Exempt  
**Prepared By:** HRP  
**Prepared Date:** January 12, 2008  
**Approved By:**  
**Approved Date:**

**Summary:**

Administers the Telecommunications Access System Act (TASA). Plans, implements and evaluates organizational policies and objectives, directs employees, and manages resources in accordance with state statute and Board directives by performing the following duties personally or through subordinate managers.

**Essential Duties and Responsibilities:**

Include the following. Other duties may be assigned.

- Carries out directives of the Board of Directors in accordance with state statute and corporate by-laws. Arranges meeting facilities and prepares and distributes minutes, agendas, reports and other materials. Administers TASA in accordance with approved budgets and Board policies. Collects and evaluates data, conducts research, and presents recommendations to the Board as appropriate.
- Solicits requests for proposals and evaluates, selects, and recommends specialized telecommunications devices for purchase. Monitors consumer needs, available technology and trends, and solicits recommendations from the Advisory Committee. Develops product specifications and issues Requests For Proposals to vendors. Evaluates alternatives and submits recommendations to the Board of Directors. Upon approval, negotiates purchase, shipping, warranties and other terms with vendors.
- In coordination with the Outreach Manager, plans, develops, implements and evaluates outreach and marketing initiatives to promote Florida Relay Services and FTRI's telecommunications equipment distribution program. With the Outreach Manager, develops presentations and promotional materials and conducts workshops, conferences, off-site distribution programs and other outreach activities.
- With the Equipment Distribution Program Manager, directs activities to issue and track telecommunications equipment distributed to individuals who are deaf, hard of hearing, speech impaired, or dual sensory impaired. Tracks equipment orders, shipments, deliveries, inventories, placements, upgrades, repairs and disposals. Directs the consumer services Quality Assurance Program.
- Recruits, negotiates, and administers contracts with Regional Distribution Centers; oversees consumer application and verification procedures; and administers procedures to ensure accountability for equipment.
- Provides directives to managers to oversee client, staff and distributor training. Develops training programs and procedures and/or coordinates with vendors to provide equipment training to staff and distributors.
- Manages FTRI staff and resources. With the managers, recruits, selects, hires, inducts, trains, directs, evaluates and controls agency personnel. Administers payroll and benefits. Ensures timely completion and filing of required personnel documents including, but not limited to: new hire, insurance, unemployment, COBRA, retirement, I-9, worker's compensation, tax and retirement reports. Develops internal procedures and recommends and presents policies to the Board for consideration and/or adoption.

- With the Business/Accounting Manager, develops budgets and monitors FTRI's performance and financial reports. Prepares budgets to support the proposed program of work, and submits to the Board for approval. Directs, implements and audits operations and accounting procedures to ensure compliance with approved budget and applicable regulations. Prepares and/or presents monthly, quarterly, and annual financial reports to the Board of Directors and Florida Public Service Commission. Monitors account balances and reports significant (10% or more) variances to the Florida Public Service Commission as required.
- Develops and maintains effective networks with business and community partners and agencies. Serves as the FTRI spokesperson and liaison to the Florida Public Service Commission (PSC), Florida Relay Services, Florida Association for the Deaf, Deaf Service Center, Telecommunications Equipment Distribution Program Association (TEDPA), and other organizations and agencies. Prepares reports, advises associates, responds to inquiries, participates in meetings, and coordinates activities, as appropriate.
- Monitors changes in legislation and regulations. Notifies stakeholders on a timely basis to establish strategies, prepare position statements, or take other action as appropriate.
- Monitors and maintains database and computer system integrity to ensure compliance with privacy regulations to ensure consumer information safeguards. Develops custom computer software program (Applied Information Management System) to keep pace with emerging technology. Manages/Maintains the office computer system hardware and performs troubleshooting as needed.

**Other Duties:**

- Performs other duties as assigned.

**Supervisory Responsibilities:**

Manages three (3) subordinate supervisors who supervise a total of 11 employees in the Outreach, Accounting and Equipment Distribution Program. Is responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**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.

Requires practical knowledge of Telecommunications Access System Act (TASA) and management principles and practices to comply with relevant state and federal regulations and agency policies and procedures. Requires working knowledge of current telecommunications equipment and technology,

Ability to read, analyze, and interpret general business periodicals, professional journals, financial reports, technical procedures, governmental regulations, and contracts and other legal documents.

Ability to write reports, business correspondence, and procedure manuals.

Ability to respond to inquiries and resolve problems with consumers, representatives of the Regional Distribution Centers, coworkers, vendors, regulatory agencies, business and community partners, and the general public. Ability to effectively communicate orally or visually and in writing. Ability to present information to top management, public groups, Boards of Directors, and the Public Service Commission.

Ability to work with mathematical concepts such as probability and statistical inference. Ability to accurately apply concepts such as fractions, percentages, ratios, and proportions to practical situations such as accurately calculating discounts, interest, and costs, and financial analysis.

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Must be able to effectively operate computers, printers, scanners, copiers, telephones, calculators, and other standard office equipment. Must be able to effectively demonstrate and use specialized telecommunications equipment.

Requires proficiency in word processing, spreadsheet, database, presentation, network, banking and payroll system software applications.

Requires good management skills to effectively plan, organize, direct, and evaluate work for self and others. Must be able to handle multiple priorities and carry out agency objectives in compliance with state statutes and Board directives.

Requires the ability to work independently and collaboratively, assisting others as needed.

Requires tact and discretion regarding confidential or sensitive issues.

Must be able to work flexible hours and overtime as needed.

Must be able to travel overnight or longer to attend training, conferences and workshops; conduct audits; visit RDC's; or conduct other business on behalf of FTRI.

**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, reach with hands and arms, and communicate effectively. The employee is occasionally required to stand, walk, stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 5 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Employee must have mobility to move freely throughout the community and state.

**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.

Work typically takes place in a normal office environment with moderate noise levels.

**Education and/or Experience:**

Bachelor's degree in Business or related field from an accredited four-year college or university; plus five years related management experience and/or training; or equivalent education and experience. Proficiency in American Sign Language and not-for-profit management experience helpful.

**Certificates, Licenses, Registrations:**

Valid state driver's license.

**Position Factors:** *(As provided during interview with HRP)*

Knowledge of management principles, concepts and methodology supplemented by skill gained through job experience to permit independent performance of recurring assignments or design and plan difficult but well-precedented projects.

The supervisor provides administrative direction in terms of broadly defined missions or functions. The employee has responsibility for planning, designing, and carrying out programs, projects, studies or other work independently. Results of the work are considered technically authoritative and are normally accepted without significant change. If the work is reviewed, the review concerns such matters as the fulfillment of program objectives, effect of advice and influence on the overall program, or the contribution to the advancement of technology. Recommendations for new projects and alteration of objectives are usually evaluated for such considerations as availability of funds and other resources, broad program goals, or organizational priorities.

Guidelines are available, but have gaps in specificity. The employee uses judgment in interpreting and adapting guidelines, such as organization policies, government regulations, precedents, or work directions, for application to specific cases or problems. The employee analyzes results and recommends changes.

The work typically includes varied duties requiring many different and unrelated processes and methods, such as those related to well-established aspects of an administrative or professional field. Decisions regarding what needs to be done include the assessment of unusual circumstances, variations in approach, and incomplete or conflicting data. The work requires making many decisions concerning such things as the interpretation of considerable data, planning of work, or refining of methods and techniques to be used.

The work involves establishing criteria, formulating projects, assessing program effectiveness, or investigating or analyzing a variety of unusual conditions, problems, or questions. The work product or service affects a wide range of organization activities or major activities of other organizations.

Contacts are with members of the general public, as individuals or groups, in a moderately structured setting. The purpose of contacts is to plan, coordinate, or advise on work efforts or to resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and who have basically cooperative attitudes.

The work is sedentary, and there are no special physical demands required to perform the work.

Work takes place in a normal office environment with moderate noise levels.

Revised January 31, 2008

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**JOB DESCRIPTION**

**Job Title:** Equipment Distribution Program Manager  
**Department:** Equipment Distribution Department  
**Reports To:** Executive Director  
**FLSA Status:** Exempt  
**Prepared By:** HRP  
**Prepared Date:** December 21, 2007  
**Approved By:**  
**Approved Date:** January 28, 2008

**Summary:**

Directs the distribution of specialized telecommunications equipment and services to persons who are deaf, hard of hearing, speech impaired and dual sensory impaired by performing the following duties.

**Essential Duties and Responsibilities:**

Include the following. Other duties may be assigned.

- Assists the Executive Director in organizational planning, preparing budgets and requisite reports, and other strategic and tactical activities to support the access and distribution of telecommunications equipment and services to persons who are deaf, hard of hearing, speech impaired and dual sensory impaired. Assists the Executive Director in developing, implementing and evaluating procedures for equipment vendors and distributors.
- Manages departmental staff and resources in accordance with the agency's policies and applicable regulations. Responsibilities include interviewing, recommending and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Facilitates weekly department meeting/training.
- Ensures accountability for all FTRI telecommunications equipment distributed throughout the state. Oversees application process and inventory control for all telecommunications equipment in stock or placed with consumers, RDCs, or with vendors for repair and/or storage. Monitors and reconciles inventory reports and conducts periodic physical audits of inventory.
- Manages contracts with Regional Distribution Centers. Plans, enforces and evaluates distribution policies and procedures to ensure compliance with contracts. Verifies RDC transactions, equipment and procedures, and recommends training as needed. Makes periodic site visits to RDCs and assists Distribution Program Coordinators in resolving issues and problems as they arise.
- Evaluates RDC invoices for payment. Reconciles RDC invoices against weekly and monthly RDC reports to verify delivery of reported services, such as distribution of equipment, in-home visits, training, equipment exchanges, follow-up or other activities.
- Receives weekly RDC equipment orders and processes orders with vendors.
- Tracks the reliability of equipment issued. Monitors frequency of repairs for all equipment. In accordance with procedures, disposes of equipment that is out of warranty or is unreliable. Prepares and submits Repair Summaries to the Executive Director.
- Monitors safety stock for all equipment.
- Directs Quality Assurance activities. Oversees sampling of consumers, data entry and compilation and DPC follow-up activities to identify opportunities for improvement and/or ensure a high level of consumer satisfaction.

**Other Duties:**

- Participates on the FTRI management team.

- Participates in training as required.
- Performs other duties as assigned.

**Supervisory Responsibilities:**

Directly supervises four Distribution Program Coordinators and one Distribution Program Clerk.

**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.

- Requires practical knowledge of the Telecommunications Access System Act (TASA), telecommunications equipment and services, FTRI policies and procedures, and relevant state and federal regulations; and Florida Relay Service.
- Requires strong management skills to effectively plan, organize, direct, control and evaluate staff, contract distributors and departmental resources.
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures and manuals, governmental regulations, and contracts.
- Ability to develop and implement forms and procedures to provide accountability for equipment and RDC activities.
- Ability to communicate effectively orally or visually and in writing with co-workers, consumers and applicants, RDC and Florida Relay Services representatives, certifiers, and the general public, individually or in groups.
- Requires the ability to establish and maintain effective working relationships and networks with RDC representatives, vendors, consumers and others.
- Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations such as inventory management, data compilation, cost analysis and other duties. Ability to draw and interpret graphs, charts and other diagrams.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- Ability to effectively operate computers, printers, facsimiles, telephones, copiers, scanners, calculators, postage meter, and other standard office equipment. Must be able to effectively operate and utilize all specialized telecommunications equipment distributed by FTRI.
- Must be proficient in word processing, database, spreadsheet, network, presentation and Adobe software applications.
- Requires ability to plan and organize work for self and others, handle multiple priorities, and accurately perform duties with minimal supervision. Ability to work independently and collaboratively, assisting others as needed.
- Must exercise discretion and tact regarding confidential and sensitive information.
- May be required to work extended hours or a flexible schedule.
- May be required to travel overnight or longer to attend meetings, conferences, training, assist with workshops, or perform other duties on behalf of FTRI.

**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 frequently required to stand, walk and sit; use hands to finger, handle, or feel; reach with hands and arms and communicate effectively. The employee is occasionally

required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 5 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus. The employee must have mobility to move freely throughout the service area.

**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. Work takes place in a normal office environment with moderate noise levels.

**Education and/or Experience:**

Bachelor's degree from a four-year college or university in Business or related field, plus four years of related customer service or management experience and/or training; or equivalent combination of education and experience. Proficiency in American Sign Language is helpful.

**Certificates, Licenses, Registrations:**

Valid State Driver's License required.

**Position Factors:** *(As provided during interview with HRP)*

Practical knowledge of a wide range of technical methods, principles and practices and skill gained through job experience to permit independent performance of assignments such as the design and planning of difficult but well-precedented projects.

The supervisor sets overall objectives and resources available. The employee and supervisor in consultation develop the deadlines, projects and work to be done. The employee is responsible for planning and carrying out assignments, resolving most of the conflicts that arise, coordinating work with others, and interpreting policies in terms of established objectives. The employee keeps the supervisor informed of progress, potentially controversial matters, or far-reaching implications. Completed work is reviewed in terms of feasibility, compatibility with other work or effectiveness in meeting requirements or expected results.

Guidelines are available but have gaps in specificity. The employee uses judgment in interpreting and adapting guidelines such as organizational policies, governmental regulations, or work directions to specific cases. The employee analyzes results and recommends changes.

The work includes various duties involving different and unrelated processes and methods. Decisions regarding what needs to be done depend upon the analysis of the subject, phase or issues involved in each assignment, and the chosen course of action may be selected from many alternatives. The work involves conditions and elements that must be identified and analyzed to discern interrelationships.

The work involves treating a variety of conventional problems, questions or situations in conformance with established criteria. The work product or service affects the design or operation of inventory and database systems, the equipment distribution program and well-being of consumers.

Personal contacts are with applicants, consumers, co-workers, certifiers, RDC representatives, vendors, and the general public in a moderately structured setting. The purpose of contacts is to plan, coordinate or advise on work efforts and resolve problems by influencing or motivating individuals or groups who are working toward mutual goals and are generally cooperative.

The work is generally sedentary. The work typically takes place in a normal office environment with moderate noise levels.

Revised January 24, 2008

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**JOB DESCRIPTION**

**Job Title:** Business Manager  
**Department:** Administration  
**Reports To:** Executive Director  
**FLSA Status:** Exempt  
**Prepared By:** HRP  
**Prepared Date:** January 8, 2008  
**Approved By:**  
**Approved Date:** January 31, 2008

**Summary:**

Plans and directs accounting and administrative services activities by performing the following duties.

**Essential Duties and Responsibilities:**

Include the following. Other duties may be assigned.

- Manages departmental staff and resources in accordance with the agency's policies and applicable laws. Responsibilities include interviewing, recommending and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Facilitates department meetings.
- Assists in developing, implementing and evaluating policies and procedures to ensure agency compliance with generally accepted accounting principles (GAAP), governmental accounting standards, and financial accounting standards.
- Directs internal audits involving review of accounting and administrative internal controls.
- Directs and participates in cost analyses and rate studies.
- Directs budget preparation by preparing statements and reports of estimated future costs and revenues. Compares budget expectations against actual performance. With the Executive Director, plan's next year's budgetary activities and forecasts costs and revenues. Prepares budgets and support documents and notations to support each budgetary line item. Presents the budget to the Board of Director's Budget Committee for review and input. Finalizes and submits budget to Board and Public Service Commission for approval.
- Directs the installation and maintenance of accounting records to show receipts and expenditures. Supervises and participates in the preparation of various financial statements and reports. Establishes procedures for recording transactions; reviews work for accuracy and adherence to procedures, and assists employees in resolving problems. Reviews and analyzes financial statements with management personnel.
- Prepares accounting documents and monthly, quarterly and annual financial statements. Prepares and distributes 1099's to independent contractors on a timely basis. Makes journal entries to close accounting periods. Reconciles accounting data to verify accuracy. Prepares balance sheets, cash flow statements, income statements and financial statement notations to clarify or explain data.
- Coordinates preparation of external audits and external financial and tax reporting. Reviews financial entries and reports for accuracy. Prepares auditor letters to verify remitter accounts. Prepares year-end closing reports. Coordinates with auditor to provide additional information or documentation and resolve problems as needed. Reviews auditor reports and makes appropriate journal entries or notes to financial statements to correct or explain cited issues.
- Manages fixed assets including agency facilities, office equipment, telephone services, and supplies. Maintains inventories of supplies and office equipment; prepares depreciation schedules; and administers contracts for equipment maintenance and repairs, cleaning, facilities maintenance, security systems and other services as needed.

- Maintains office voice mail system and building security system. Issues voice mail and security codes to new hires. Changes or blocks codes upon employee separation.
- Manages cash funds and credit accounts with banking institution. Monitors interest rates and manages bank accounts to optimize interest earnings. Applies for or issues employee credit cards with specified limits, as appropriate.
- Submits and evaluates requests for proposals for property and liability insurance policies and makes recommendations regarding insurance plans.

**Other Duties:**

- Participates on the FTRI management team.
- Participates in training as required.
- Performs other duties as assigned or appropriate.

**Supervisory Responsibilities:**

Directly supervises one Accounts Receivable, one Accounts Payable and one Receptionist.

**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.

- Requires knowledge of accounting principles, concepts and methodology to ensure agency compliance with generally accepted accounting principles (GAAP), governmental accounting standards, and financial accounting standards. Requires practical knowledge of Telecommunications Access System Act (TASA), Regional Distribution Center contract provisions, relevant state and federal regulations, and agency policies and procedures.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, financial statements and reports, and governmental regulations.
- Ability to write executive summaries, financial and reports, business correspondence, and procedure manuals in appropriate format with correct spelling, punctuation, grammar and syntax.
- Ability to effectively communicate orally or visually and in writing. Ability to present information and respond to questions from vendors, regulatory agencies, auditors, distributors, coworkers, and the general public.
- Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations such as cost analysis, forecasting, and computation of payments, interest and discounts.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Requires ability to operate computers, printers, telephones, copiers, scanners, facsimiles, 10-key calculators, and other standard office equipment.
- Requires proficiency in word processing, spreadsheet, database, payroll, accounting, network and presentation software applications.
- Requires good management skills to plan and organize work for self and others and handle multiple priorities with minimal supervision.
- Requires ability to work independently and collaboratively, assisting others as needed.
- Requires tact and discretion regarding confidential or sensitive issues.
- Must be able to work extended or flexible hours as needed.

- Must be able to travel overnight or longer to attend training, conferences, or attend to other business on behalf of FTRI.

**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 use hands to finger, handle, feel and reach with hands and arms, and communicate effectively. The employee is frequently required to sit. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 5 pounds and occasionally lift and/or move up to 50 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. Work generally takes place in a normal office environment with moderate noise levels.

**Education and/or Experience:**

Bachelor's degree in Accounting from an accredited four-year college or university; plus five years progressive accounting management experience; or equivalent combination in education and experience. Proficiency in American Sign Language is helpful.

**Certificates, Licenses, Registrations:**

Valid state driver's license preferred.

**Position Factors:** *(As provided during interview with HRP)*

Requires practical knowledge of a wide range of accounting principles, concepts and methodology supplemented by skill gained through job experience to permit independent performance of recurring assignments or perform assignments such as the design and planning of difficult but well-precedented projects.

The supervisor sets overall objectives and resources available. The employee and supervisor in consultation develop the deadlines, projects and work to be done. At this level, the employee is responsible for planning and carrying out the assignment, resolving most of the conflicts that arise, coordinating work with others as necessary, and interpreting policy on his or her own initiative in terms of established objectives. The employee keeps the supervisor informed of the progress, potentially controversial matters or far-reaching implications. Completed work is reviewed from an overall standpoint in terms of feasibility, compatibility with other work or effectiveness in meeting requirements or expected results.

Guidelines are available but have gaps in specificity. The employee uses judgment in interpreting and adapting guidelines such as organizational policies, governmental regulations, or work directions to specific cases or problems. The employee analyzes results and recommends changes.

The work typically includes varied duties requiring many different and unrelated processes and methods. Decisions regarding what needs to be done include the assessment of unusual circumstances, variations in approach, or incomplete or conflicting data. The work requires making decisions concerning the interpretation of considerable data, planning of work or refining of methods or techniques.

The work involves treating conventional problems, questions or situations in conformance with established criteria. The work product or service affects the design or operation of accounting and administrative systems and program and the economic well-being of the agency.

In a moderately structured setting, the employee has personal contact with coworkers; insurance, banking institutions and other vendors; auditors; regulators; contractors, distributors, and members of the Board and Florida Public Service Commission; and others who are generally cooperative and working toward mutual goals for the purpose of planning, coordinating or advising on work efforts or resolving operating problems.

The work is generally sedentary and takes place in a normal office environment with moderate noise levels.

Revised January 31, 2008

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**JOB DESCRIPTION**

**Job Title:** Accounts Receivable/Accounting Specialist  
**Department:** Administration  
**Reports To:** Business Manager  
**FLSA Status:** Nonexempt  
**Prepared By:** HRP  
**Prepared Date:** January 7, 2008  
**Approved By:**  
**Approved Date:** January 31, 2008

**Summary:**

Completes routine accounting functions to maintain the cash receipts and general ledger and prepares financial reports by performing the following duties.

**Essential Duties and Responsibilities:**

Include the following. Other duties may be assigned.

- Receives and posts surcharge revenues collected by telephone companies throughout the state of Florida. Records the date of receipt on checks and makes copies of check for file. Prepares a deposit ticket, enters cash receipt information into FTRI's accounting software system, and checks for accuracy by recording entries on separate spreadsheets for the General Ledger and deposit register.
- Reconciles Access Line Reports with cash receipts.
- Prepares Surcharge Revenue Reports.
- Prepares and issues purchase orders, and maintains record of employee accountability. Monitors status and outstanding balances of purchase orders. Reconciles with the Accounts Payable monthly report and makes necessary adjustments.
- Assists in preparing monthly and quarterly financial reports. Verifies data entry and makes recurring journal entries and account notations. Assists in compiling Cash Flow Statements, Statements of Changes, and other reports.
- Routinely checks Public Service Commission on-line registry to identify changes in remitter pool. Identifies and sets up accounts for new companies and processes changes in accounts of previously regulated remitters. Prepares and distributes statements past due notices, and other routine correspondence.
- Reconciles monthly bank statements and submits to Business Manager for review.
- Reconciles check register against Accounts Payable monthly reports.
- Assists in the annual audit. Verifies information for accuracy and assists the Business Manager, as needed.

**Other Duties:**

- Participates in training as required.
- Prepares Outreach and Administrative expense account reports, logs invoices and receivables, and performs other accounts payable functions, as needed.
- Trains clients as needed.
- Directs Spanish-speaking callers or visitors to appropriate RDC.
- Performs other duties as assigned.

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**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.

- Practical knowledge of standard bookkeeping principles and practices, the Telecommunications Access Systems Act (TASA) and Company policies and procedures.
- Ability to read and interpret documents such as procedure manuals, regulations, invoices, purchase orders, and financial statements.
- Ability to prepare standard financial statements and routine reports and correspondence with correct spelling, syntax, punctuation and grammar.
- Ability to communicate orally or visually and in writing, one-on-one and before small groups of co-workers, clients, vendors, bank personnel, and representatives of the telephone companies (remitters).
- Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations such as preparing forecasts, identifying trends, and performing other computations.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Must be able to effectively use computers, printers, telephones, copiers, facsimiles, postage meters, scanners and other standard office equipment.
- Requires proficiency in word processing, spreadsheet, database (AIMS), network, and accounting software applications.
- Requires ability to plan and organize own work, handle multiple priorities and accurately perform duties with minimal supervision.
- Ability to work independently and collaboratively, assisting others as needed.
- Must exercise discretion and tact regarding confidential and sensitive information.
- Must be able to work occasional overtime as needed.

**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 use hands to finger, handle, or feel; reach with hands and arms and communicate effectively. The employee is frequently required to sit. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 5 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision 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. Work takes place in a normal office environment with moderate to loud noise levels.

**Education and/or Experience:**

Associate's degree in Accounting, Business, or related studies; plus two (2) years related accounting experience and/or training; or equivalent combination of education and experience. Proficiency in American Sign Language is helpful.

**Certificates, Licenses, Registrations:**

None required

**Position Factors:** *(As provided during interview with HRP)*

Requires practical knowledge of standard bookkeeping procedures and technical methods requiring extended training and experience to carry out limited projects involving the use of specialized or complicated techniques.

The supervisor makes assignments by defining objectives, priorities and deadlines and assists the employee with unusual situations that do not have clear precedents. The employee plans and carries out successive steps and handles problems and deviations in accordance with instructions, policies, prior training or accepted accounting practices. Completed work is usually evaluated for technical soundness, appropriateness, and conformity to policy and requirements. The methods used in arriving at the end results are not usually reviewed in detail.

Procedures for doing the work have been established and a number of specific guidelines are available. The employee must use judgment in locating and selecting the most appropriate guidelines, references and procedures for application, and in making minor deviations to adapt guidelines to specific cases. Situations to which the existing guidelines cannot be applied or requiring significant proposed deviations are referred to the supervisor.

The work includes various duties involving different and unrelated processes and methods. The decision regarding what needs to be done depends upon the analysis of the subject, phase, or issues involved in each assignment and the chosen course of action may be selected from many alternatives. The work involves conditions and elements that must be identified and analyzed to discern interrelationships.

The work involves the execution of specific rules or procedures and typically comprises a complete segment of an assignment or project of a broader scope. The work product or service affects the accuracy, reliability or acceptability of further processes or services.

Personal contacts are with remitters, bank personnel, vendors, coworkers, clients and others in a moderately structured setting for the purpose of obtaining, clarifying or giving facts of information.

The work is generally sedentary and requires no special physical demands. Work takes place in a normal office environment with moderate noise levels.

Revised January 31, 2008

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**JOB DESCRIPTION**

**Job Title:** Accounts Payable-Administrative Clerk  
**Department:** Administration  
**Reports To:** Business Manager  
**FLSA Status:** Nonexempt  
**Prepared By:** HRP  
**Prepared Date:** January 4, 2008  
**Approved By:**  
**Approved Date:** January 31, 2008

**Summary:**

Carries out all accounts payable related functions by performing the following duties.

**Essential Duties and Responsibilities:**

Include the following. Other duties may be assigned.

- Prepares and processes purchase orders. Receives purchase order requests for Administrative, Equipment and Outreach department expenditures. Prepares purchase orders and posts charges to appropriate accounts.
- Reviews purchase orders and invoices for the Administrative, Equipment and Outreach departments for accuracy. Verifies quantity and types of units received by each Regional Distribution Center (RDC) or direct purchase orders. Reconciles purchase orders with invoices, assembles invoice packet, and processes for payment by date stamping, coding with account number, and verifying invoice total. Submits to Business Manager for review and approval for payment.
- Prepares and processes credits against invoices for undelivered equipment, returns or similar transactions.
- For Automated Clearing House (ACH) payments, prepares cover pages, identifies account number and invoice totals.
- Maintains Accounts Payable files and assists in organizing other agency files. Copies, files and stores records for accounts payable transactions. Delivers, organizes, and retrieves, as needed, files housed in off-site storage facility.
- Receives and codes invoices. Verifies invoice information and charges, assembles back-up documentation, and submits package to Business Manager for review and approval for payment.
- Prepares and prints checks after final approval from Business Manager. Assembles checks and all support documentation. Forwards to Business Manager for signature processing.
- Upon signature, files invoice package and mails payments
- Examines telephone bills, credit card statements and other vendor charges to verify accuracy and legitimacy. Investigates questionable charges.
- Electronically posts expenditures, maintains account balances, and monitors budgets for Outreach and Administrative Departments.
- Reconciles invoices, purchase orders, check registers, and other payables transactions against general ledger accounts. Prints end of the month accounts payable reports and submits to the Business Manager.
- Prepares monthly Administrative, Equipment and Outreach Budget Reports and submits to Business Manager for review and compilation.
- Responds to payment and credit inquiries from vendors and RDCs. Investigates charges, payments, and account status as appropriate.

- Maintains inventory of office supplies. Monitors supply levels for routine office supplies. Shops catalogs and vendors; prepares purchaser orders; places orders; receives and stocks supplies.
- Tracks the inventory of office furnishings, fixtures and equipment and record as fixed asset or inventory. Identifies, records and tags new items purchased, properly discards broken or obsolete items and conducts a physical inventory annually.
- Oversees facilities and equipment maintenance and repair. Conducts inspections and schedules the servicing, cleaning, and/or repair of office equipment and facilities.
- Performs clerical duties such as typing, mail-outs, filing and other activities for FTRI Managers as needed.
- Receives, date stamps and distributes incoming mail. Logs in all payments received from remitting telecommunications companies, RDCs and miscellaneous receivables by date, check number, vendor, and amount. Forward checks to the Accounts Receivables desk for processing.

**Other Duties:**

- Participates in training as required.
- Assists with other accounting duties and special projects, as necessary.
- Performs other duties as assigned.

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**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.

- Requires practical knowledge of basic bookkeeping practices and procedures related to accounts payable functions and the accounting process and Company policies and procedures.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, procedure manuals, contracts, catalogs, purchase orders, and invoices.
- Ability to write routine reports and general business correspondence.
- Ability to effectively communicate orally or visually and in writing. Ability make inquiries or respond to questions from vendors, clients, Public Service Commissioners, Board Members, RDC representatives, and the general public.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, and area. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Must be able to operate computers, printers, copiers, scanners, telephones, postage meters, and other standard office equipment. Requires ability to operate TTY or other special telecommunications equipment.
- Requires proficiency in word processing, spreadsheet, database, network, and accounting software applications.
- Requires ability to plan and organize own work, handle multiple priorities, and accurately perform duties with minimal supervision.
- Ability to work independently and cooperatively, assisting others as needed.
- Must exercise discretion and tact regarding confidential and sensitive information.
- May occasionally be required to work overtime or a flexible schedule.

**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 use hands to finger, handle, or feel; reach with hands and arms and communicate effectively. The employee is frequently required to sit. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 5 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus. Requires mobility to move freely within the community.

**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. Work takes place in a normal office environment with moderate noise levels.

**Education and/or Experience:**

High School diploma or G.E.D.; plus two years related bookkeeping experience and/or training; or equivalent combination of education and experience. Proficiency in American Sign Language is helpful.

**Certificates, Licenses, Registrations:**

Valid State Driver's License preferred.

**Position Factors:** *(As provided during interview with HRP)*

Knowledge of a body of standardized rules, procedures or operations requiring training and experience to perform the full range of standard bookkeeping assignments and resolve recurring problems.

The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines and priority of assignments. The supervisor provides additional, specific instructions for new, difficult or unusual assignments. The employee uses initiative in carrying out recurring assignments independently without specific instruction, but refers deviations, problems and unfamiliar situations not covered by instructions to the supervisor for decision or help. The supervisor assures that finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of the work increases with difficult assignments if the employee has not previously performed similar assignments.

Procedures for doing the work have been established and a number of specific guidelines are available. The employee exercises judgment in locating and selecting the most appropriate guidelines, references and procedures and in making minor deviations to adapt guidelines to specific cases. Situations to which the existing guidelines cannot be applied or requiring significant proposed deviations are referred to the supervisor.

The work includes various duties involving different and unrelated processes and methods. Decisions regarding what needs to be done depend upon the analysis of the subject, phase or issues involved in each assignment and the chosen course of action may be selected from many alternatives. The work involves conditions and elements that must be identified and analyzed to discern interrelationships.

The work involves the execution of specific rules or procedures and typically comprises a complete segment of an assignment or project of broader scope. The work product or service affects the accuracy, reliability or acceptability of further processes or services.

Personal contacts are with vendors, clients, coworkers and others in a moderately structured setting. The purpose of contacts is to obtain, clarify or give facts or information.

The work is generally sedentary and takes place in a normal office environment with moderate noise levels.

Revised January 31, 2008

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**JOB DESCRIPTION**

**Job Title:** Distribution Program Clerk  
**Department:** Equipment Distribution Department  
**Reports To:** EDP Manager  
**FLSA Status:** Nonexempt  
**Prepared By:** HRP  
**Prepared Date:** December 19, 2007  
**Approved By:**  
**Approved Date:** January 23, 2008

**Summary:**

Performs clerical assistance to the Equipment Distribution Department by performing the following duties.

**Essential Duties and Responsibilities:**

Include the following. Other duties may be assigned.

- Receives applications for services from the Regional Distribution Centers (RDCs) and enters applicant and consumer data into the Applied Information Management System (AIMS) database.
- Assists staff in serving walk-in applicants and consumers. Assist with application process; recommends equipment appropriate to the need; documents equipment issued to the consumer; helps set-up equipment; and provides training and other support and assistance as appropriate.
- Conducts monthly Quality Assurance Surveys. Pulls a computer-generated report that randomly selects a sample of new consumers. Prints address labels, applies labels and postage to Quality Assurance surveys. Prepares for bulk mailing by sorting and assembling by zip code. Receives response cards, enters consumer responses by associated RDC in to the Applied Information Management System (AIMS) database and forwards negative responses to the appropriate Distribution Program Coordinator II for follow-up.
- Performs data entry check by printing Verification Reports and reconciling against applications.
- Serves as a back-up Receptionist as needed. Receives telephone calls and visitors. Responds to routine inquiries, takes messages and/or directs to appropriate personnel.

**Other Duties:**

- Participates in training as required.
- Performs other duties as assigned.

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**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.

- Requires general knowledge of the Telecommunications Access System Act (TASA) and practical knowledge of telecommunications equipment and services and FTRI policies and procedures. Ability to recommend equipment and/or services appropriate to the consumer's needs.
- Ability to read and interpret documents such as operating and maintenance instructions, applications, surveys, agency policies, and procedure manuals. Must be able to write routine reports, memos and correspondence.
- Ability to communicate effectively orally or visually and in writing with co-workers, consumers and the general public, individually or in small groups.

- Must be able to accurately enter and verify numerical data into the computer system. Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's.
- 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.
- Ability to effectively operate computers, printers, facsimiles, telephones, copiers, and other standard office equipment. Must be able to effectively operate and utilize the agency's telecommunications equipment and services.
- Must be proficient in database and network software applications. Must be able to accurately enter data and pull reports as needed.
- Requires ability to plan and organize own work and accurately perform duties with minimal supervision.
- Ability to work independently and collaboratively, assisting others as needed.
- Must exercise discretion and tact regarding confidential and sensitive information.
- May occasionally be required to work overtime or a flexible schedule as needed.

**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 use hands to finger, handle, or feel; reach with hands and arms and communicate effectively. The employee is frequently required to stand; walk and sit. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 5 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color 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. Work takes place in a normal office environment with moderate noise levels.

**Education and/or Experience:**

High school diploma or general education degree (GED), plus one year of related customer service or data entry experience and/or training; or equivalent combination of education and experience. Proficiency in American Sign Language is helpful.

**Certificates, Licenses, Registrations:**

None required.

**Position Factors:** *(As provided during interview with HPR)*

Knowledge of a body of standardized rules or procedures requiring considerable training and experience to perform the full range of standard clerical assignments and resolve recurring problems.

The supervisor providing continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines and priority of assignments. The supervisor provides additional, specific instructions for new, difficult or unusual assignments. The employee uses initiative in carrying out recurring assignments independently without specific instruction, but refers deviations, problems and unfamiliar situations to the supervisor for decision or help. The supervisor assures the finished work and methods are technically accurate and in compliance with established procedures.

Specific detailed guidelines covering all important aspects of the assignment are provided to the employee. The employee works in strict adherence to the guidelines. Deviations must be authorized by the supervisor.

The work consists of related steps, processes, or methods. Decisions regarding what needs to be done involve various choices requiring the employee to recognize the existence of and differences among a few easily recognizable situations. Actions to be taken or responses to be made differ with respect to the kinds of transactions or entries to be made, source of information to be applied, or other differences of a factual nature.

The work involves the execution of specific rules or procedures and typically comprises a complete segment of an assignment or project of a broader scope. The work product or service affects the accuracy, reliability, or acceptability of further processes or services.

Personal contacts are with employees, consumers, and the general public in a moderately structured setting. The purpose of contacts is to obtain, clarify or give facts or information.

The work is sedentary and takes place in a normal office environment with moderate noise levels.

Revised January 15, 2008

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**JOB DESCRIPTION**

**Job Title:** Distribution Program Coordinator I  
**Department:** Equipment Distribution Department  
**Reports To:** EDP Manager  
**FLSA Status:** Nonexempt  
**Prepared By:** HRP  
**Prepared Date:** December 19, 2007  
**Approved By:**  
**Approved Date:** January 18, 2008

**Summary:**

Receives and processes direct applications for telecommunications equipment and services, maintains equipment records and inventory, and performs shipping, customer service and clerical activities by performing the following duties.

**Essential Duties and Responsibilities:**

Include the following. Other duties may be assigned.

- Reviews applications for telecommunications relay services and equipment received through incoming mail. Reviews each application to verify accuracy and completeness. Contacts applicants and certifiers as appropriate to obtain or verify information. If the applicant is already a consumer, forwards application and appropriate forms to the consumer and directs him or her to contact the local Regional Distribution Center (RDC) for equipment exchanges or other services.
- Verifies certifier credentials through the state licensure database, as needed.
- Receives applications from various sources. Verifies information and applicant eligibility and enters data into the Applied Information Management System (AIMS) database.
- Prepares weekly equipment order and submits to the supervisor for approval and placement with the vendor.
- Coordinates and tracks shipments to consumers and RDCs. Logs onto carrier websites, enters shipping data, prepares and issues call tags for RDCs and consumers, and tracks deliveries of returned or damaged equipment. Enters equipment returns on consumer's account.
- Maintains training and equipment room inventories at the FTRI headquarters. Logs incoming and outgoing equipment by type, condition, and source or recipient. Conducts a weekly physical inventory and reconciles inventory records. Receives and ships equipment for repair or disposes of damaged and out-of-warranty equipment, in accordance with discard procedures.
- Assists staff in serving walk-in, in-home and other local applicants and consumers. Verifies completion of required documentation; selects and issues appropriate equipment; trains consumers regarding set-up and use of telecommunications equipment and relay services; and resolves routine problems as needed.
- Assists the Outreach Department in conducting off-site distributions as requested. Assists in enrolling applicants and promoting telecommunications services and equipment.
- Maintains record of Equipment Distribution Program activities. Compiles information and prepares weekly and monthly reports regarding the number of consumer contacts, services provided, type and condition of equipment issued, and other information.
- Investigates RDC and direct (non-RDC) requests for specialized equipment. Contacts certifier to verify consumer needs and appropriateness of specified equipment.
- Serves as a back-up to the Receptionist as needed. Receives and directs calls and visitors, takes messages and responds to routine inquiries.

- Serves as a back-up to the Distribution Program Coordinator II's, providing customer service to and assisting RDCs as needed.

**Other Duties:**

- Participates in training as required.
- Performs other duties as assigned.

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**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.

- Requires general knowledge of the Telecommunications Access System Act (TASA) and practical knowledge of telecommunications equipment and services and FTRI policies and procedures. Ability to recommend equipment and/or services appropriate to the consumer's needs.
- Ability to read and interpret documents such as operating instructions, applications, memos, agency policies, and procedure manuals. Must be able to write routine reports, memos and correspondence.
- Ability to communicate effectively orally or visually and in writing with co-workers, consumers, applicants, RDC representatives, certifiers, and the general public, typically on a one-on-one basis.
- Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals, and to compute rate, ratio, and percent, and to draw and interpret graphs. Ability to accurately record and compile data, inventory equipment, and perform other duties.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to effectively operate computers, printers, facsimiles, telephones, copiers, postage meter, label maker, calculator and other standard office equipment. Must be able to effectively operate and utilize the agency's telecommunications equipment and services.
- Must be proficient in word processing, database, spreadsheet, and network software applications. Must be able to accurately enter data and pull reports as needed.
- Requires ability to plan and organize own work, handle multiple priorities, and accurately perform duties with minimal supervision.
- Ability to work independently and collaboratively, assisting others as needed.
- Must exercise discretion and tact regarding confidential and sensitive information.
- May occasionally be required to work overtime or a flexible schedule.
- May be required to travel overnight or longer to attend conferences, assist with workshops, or perform other duties on behalf of FTRI.

**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 frequently required to stand, walk and sit; use hands to finger, handle, or feel; reach with hands and arms and communicate effectively. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 5 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision,

distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The employee must have mobility to move freely throughout the community.

**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. Work takes place in a normal office environment with moderate noise levels.

**Education and/or Experience:**

High school diploma or general education degree (GED), plus two years of related customer service or data entry experience and/or training; or equivalent combination of education and experience. Proficiency in American Sign Language is helpful.

**Certificates, Licenses, Registrations:**

Valid State Driver's License.

**Position Factors** *(As provided during interview with HPR)*

Knowledge of a body of standardized rules or procedures requiring considerable training and experience to perform the full range of standard clerical assignments and resolve recurring problems.

The supervisor makes assignments by defining objectives, priorities, and deadlines, and assists the employee with unusual situations that do not have clear precedents. The employee plans and carries out successive steps and handles problems in accordance with instructions, policies, prior training or accepted practices. Completed work is usually evaluated for technical soundness, appropriateness, and conformity to policies and requirements.

Procedures for doing the work have been established and a number of specific guidelines are available. The number of similar guidelines and work situations requires the employee to use judgment in locating and selecting the most appropriate guidelines, references, and procedures for application and in making minor deviations to adapt guidelines to specific cases. Situations to which the existing guidelines cannot be applied or requiring significant deviations from the guidelines are referred to the supervisor.

The work includes various duties involving different and unrelated processes and methods. Decisions regarding what needs to be done depend upon the analysis of the subject, phase or issues involved in each assignment, and the chosen course of action may be selected from many alternatives. The work involves conditions and elements that must be identified and analyzed to discern interrelationships.

The work involves treating a variety of conventional problems, questions or situations in conformance with established criteria. The work product or service affects the design or operation of inventory and database systems, the equipment distribution program and well-being of consumers.

Personal contacts are with applicants, consumers, co-workers, certifiers, representatives of RDC, and the general public in a moderately structured setting. The purpose of contacts is to obtain, clarify or give facts or information.

The work is sedentary and takes place in a normal office environment with moderate noise levels.

Revised January 15, 2008

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**JOB DESCRIPTION**

**Job Title:** Distribution Program Coordinator II  
**Department:** Equipment Distribution Department  
**Reports To:** EDP Manager  
**FLSA Status:** Nonexempt  
**Prepared By:** HRP  
**Prepared Date:** December 19, 2007  
**Approved By:**  
**Approved Date:** January 23, 2008

**Summary:**

Coordinates the administration of contracts with the Regional Distribution Centers (RDCs) to provide telecommunications equipment support to persons who are deaf, hard of hearing, speech impaired and dual sensory impaired by performing the following duties.

**Essential Duties and Responsibilities:**

Include the following. Other duties may be assigned.

- Processes applications, equipment receipts, invoices for contract services, and other documents from Regional Distribution Centers (RDC).
- Receives applications from RDCs. Verifies consumer data is complete and accurate, and certifier is TASA-approved. Reviews and enters consumer data into Applied Information Management System (AIMS) database. Reconciles entries against application and equipment receipts, and makes appropriate corrections and comments as needed.
- Reviews invoice charges for additional services, such as equipment exchanges, training, in-home services, or other services. Investigates charges, evaluates support documents, reconciles invoices against RDC documents, and approves or rejects request for payment.
- Monitors RDC activities to ensure compliance with contract and established procedures. Prepares weekly, monthly, and quarterly reconciliations. Issues discrepancy reports and notifies RDCs of corrective action, as needed. For each RDC, monitors the volume and types of services delivered, equipment inventories, outreach activities and other functions to ensure accountability. Tracks RDC reporting activities to ensure compliance with contract requirements and procedures. Notes delinquencies, discrepancies and other issues or problems that delay the approval and payment of RDC invoices.
- Maintains records regarding the number of units and condition of each type of telecommunications equipment shipped, placed or inventoried by assigned RDCs. Records the placement of each unit by consumer and RDC. Monitors field inventories by reconciling weekly and monthly reports with equipment orders and RDC activity reports. Reconciles monthly reports against weekly reports, and resolves discrepancies as they arise.
- Coordinates periodic RDC audits and physical inventories of equipment. Notifies RDC of discrepancies and takes appropriate corrective action. If RDC does not provide adequate documentation to account for specified equipment, prepares invoice to charge RDC for missing equipment.
- Assists with or conducts workshops, conferences and training. Assist and advises RDC staff regarding application, equipment distribution, reporting and other procedures and activities. Participates in annual conference. Conducts training as needed.
- Evaluates offsite distribution requests and determines suitability for approval. Contacts off-site locale to determine if facility, infrastructure and other criteria are sufficient for the event.
- Provides quality assurance by surveying a randomly-selected sample of consumers regarding the suitability of equipment and training they received from their RDC.

- Serves walk-in applicants and consumers. Assists with application process; recommends equipment appropriate to the need; documents equipment issued to the consumer; helps set-up equipment; and provides training and other support and assistance as appropriate.

**Other Duties:**

- Participates in training as required.
- Performs other duties as assigned.

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**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.

- Requires practical knowledge of the Telecommunications Access System Act (TASA), telecommunications equipment and services, and FTRI policies and procedures. Ability to recommend equipment and/or services appropriate to the consumer's needs.
- Ability to read and interpret documents such as operating instructions, applications, memos, agency policies, and procedure manuals. Must be able to write routine reports, memos and correspondence.
- Ability to communicate effectively orally or visually and in writing with co-workers, consumers and applicants, RDC representatives, certifiers, and the general public, individually or in groups.
- Requires the ability to establish and maintain effective working relationships with RDC representatives and others.
- Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals, and to compute rate, ratio, and percent, and to draw and interpret graphs. Must accurately record and compile data, manage inventory, calculate invoices, and perform other duties.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to effectively operate computers, printers, facsimiles, telephones, copiers, scanners, postage meter, and other standard office equipment. Must be able to effectively operate and utilize the agency's telecommunications equipment and services.
- Must be proficient in word processing, database, spreadsheet, network, presentation software applications. Must be able to accurately enter data and pull reports as needed.
- Requires ability to plan and organize own work, handle multiple priorities, and accurately perform duties with minimal supervision.
- Ability to work independently and collaboratively, assisting others as needed.
- Must exercise discretion and tact regarding confidential and sensitive information.
- May be required to work overtime or a flexible schedule.
- May be required to travel overnight or longer to attend meetings, conferences, training, assist with workshops, or perform other duties on behalf of FTRI.

**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 frequently required to stand, walk and sit; use hands to finger, handle, or feel; reach with hands and arms and communicate effectively. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The employee must have mobility to move freely throughout the service area.

**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. Work takes place in a normal office environment with moderate noise levels.

**Education and/or Experience:**

Associate's degree in Office Management, Business or related field, plus one year of related customer service or administrative experience and/or training; or equivalent combination of education and experience. Proficiency in American Sign Language is helpful.

**Certificates, Licenses, Registrations:**

Valid State Driver's License

**Position Factors:** *(As provided during interview with HPR)*

Practical knowledge of standard agency rules, procedures and operations and experience to perform a wide variety of interrelated or nonstandard procedural assignments and resolve a wide range of problems.

The supervisor sets overall objectives and resources available. The employee and supervisor in consultation develop the deadlines, projects and work to be done. The employee is responsible for planning and carrying out assignments, resolving most of the conflicts that arise, coordinating work with others, and interpreting policies in terms of established objectives. The employee keeps the supervisor informed of progress, potentially controversial matters, or far-reaching implications. Completed work is reviewed in terms of feasibility, compatibility with other work or effectiveness in meeting requirements or expected results.

Procedures for doing the work have been established and a number of specific guidelines are available. The number of similar guidelines and work situations requires the employee to use judgment in locating and selecting the most appropriate guidelines, references, and procedures for application and in making minor deviations to adapt guidelines to specific cases. Situations to which the existing guidelines cannot be applied or requiring significant deviations from the guidelines are referred to the supervisor.

The work includes various duties involving different and unrelated processes and methods. Decisions regarding what needs to be done depend upon the analysis of the subject, phase or issues involved in each assignment, and the chosen course of action may be selected from many alternatives. The work involves conditions and elements that must be identified and analyzed to discern interrelationships.

The work involves treating a variety of conventional problems, questions or situations in conformance with established criteria. The work product or service affects the design or operation of inventory and database systems, the equipment distribution program and well-being of consumers.

Personal contacts are with applicants, consumers, co-workers, certifiers, representatives of RDC and Florida Relay Services, and the general public in a moderately structured setting. The purpose of contacts is to plan, coordinate and advise on work efforts or resolve operating problems by influencing those who are basically cooperative and working toward mutual goals.

The work is generally sedentary. The work takes place in a normal office environment with moderate noise levels.

Revised January 15, 2008

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**JOB DESCRIPTION**

**Job Title:** Outreach Assistant  
**Department:** Outreach Department  
**Reports To:** Outreach Manager  
**FLSA Status:** Non-exempt  
**Prepared By:** HRP  
**Prepared Date:** December 13, 2007  
**Approved By:**  
**Approved Date:** January 23, 2008

**Summary:**

Provides clerical and administrative support to the Outreach Department, which promotes the agency's telecommunications services and equipment to contract providers, referral systems, consumers, and the general public by performing the following duties.

**Essential Duties and Responsibilities:**

Include the following. Other duties may be assigned.

- Receives, screens and routes telephone calls, voice mail, e-mail, and correspondence to the Outreach Department or the appropriate FTRI staff member. Responds to routine inquiries or forwards to appropriate personnel.
- Coordinates the Outreach Department calendar of events. Reviews schedule of activities proposed by Regional Distribution Centers (RDCs), and evaluates the outreach initiatives against established criteria such as timing, required resources, and expected benefit of the event. Contacts the RDC for additional information as needed. Approves or rejects the proposed activity or forwards the proposed event to the Supervisor for evaluation.
- Distributes and receives RDC applications for funding special projects. Upon receipt, dates the application and submits to the Outreach Manager for evaluation. Corresponds with applicant to notify of approval or rejection. Monitors receipt of the follow-up report by the RDC for approved project to ensure it is filed on a timely basis. Reviews report, invoices and other documents to ensure adequate justification and accountability for funding. Prepares and submits a Discrepancy Report to the RDC, as needed, to obtain clarification or request additional information. Submits follow-up report to the Outreach Manager for review and, upon approval, forwards to the Accounting Department for processing of funds request.
- Receives and processes monthly invoices for approved outreach events. Ensures accurate and complete documentation is submitted for payment of invoices. Submits invoices to the Outreach Manager for approval.
- Oversees inventory of outreach supplies including, but not limited to: brochures, promotional materials, agency letterhead, and logo items. Reviews and accepts or modifies on-line orders for materials based on contractor activities, utilization and other factors. Submits orders to the warehouse. Notifies Outreach Manager of inventory balance and need to re-order.
- Periodically reconciles off-site shipping reports against order requests.
- Coordinates quarterly workshops, the annual conference, and other programs presented by Florida Telecommunications Relay, Inc. Coordinates meeting facilities; participant travel, accommodations, and registration; program agenda; speakers; materials and equipment; banquet services and other details within established budget.
- Establishes and maintains filing system to ensure proper documentation of all Outreach activities, transactions and correspondence. Peruses newspapers and other media and retains copies of Outreach publicity.

- Maintains the distribution lists for the annual newsletter, holiday cards, promotional materials, contract files, catalogues, newspaper clippings and other publications. Updates to ensure lists include appropriate contacts for approved RDCs, business and community partners, consumers, agencies, and other organizations.
- Coordinates shipping and receiving for the Outreach Department. Receives and verifies the receipt of shipment and distributes to appropriate party. Packages and weighs materials for shipment. Enters data onto the carrier's computerized system arrange for postage and pick-up and prepare labels and shipping manifests.
- Participates in special projects, such as the Educational Relay and Business Partnership programs. Assembles informational packets, receives and responds to inquiries, and distributes materials as needed.

**Other Duties:**

- Participates in training as required.
- Performs other duties as assigned.

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**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.

- Requires practical knowledge of Florida Telecommunications Access System Act (TASA), FTRI policies and procedures, contract criteria, and program eligibility requirements.
- Ability to read and interpret technical information, funds applications, marketing materials invoices and routine correspondence. Must be able to compose routine correspondence and prepare documents with correct spelling, syntax, punctuation, and grammar.
- Requires ability to communicate effectively orally or visually and in writing with co-workers, distributors, consumers, vendors and the general public.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals to maintain supplies inventories, verify invoices, and perform other duties.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Must be able to effectively operate computers, printers, scanners, copiers and other standard office equipment. Must be able to effectively operate and utilize the agency's telecommunications equipment and services.
- Requires proficiency in word processing, spreadsheet, network/internet, desktop publishing and presentation software applications.
- Requires ability to organize and plan own work and handle multiple priorities with minimal supervision.
- Ability to work independently and collaboratively, assisting others as needed.
- Must exercise discretion and tact regarding confidential and sensitive information.
- May be required to occasionally work overtime or a flexible schedule, including nights and weekends.
- May be required to travel overnight or longer to attend meetings, training, assist with workshops or perform other duties on behalf of FTRI.

**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 use hands to finger, handle, or feel; reach with hands and arms; and communicate effectively. The employee is frequently required to sit. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or bend. The employee must have mobility to move freely throughout the service area and a variety of environments. The employee must frequently lift and/or move up to 5 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color 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. Work generally takes place in a normal office environment with moderate noise levels.

**Education and/or Experience:**

Associate's degree in Office Management, Business or related studies, plus two years of related experience, or equivalent combination of education and experience. Proficiency in American Sign Language is helpful.

**Certificates, Licenses, Registrations:**

Valid state driver's license

**Position Factors** *(As provided during interview with HRP)*

Requires practical knowledge of standard administrative procedures requiring extended training or experience to perform a wide variety of interrelated or nonstandard assignments and resolve a wide range of problems.

The supervisor makes assignments by defining objectives, priorities and deadlines and assists the employee with unusual situations that do not have clear precedents. The employee plans and carries out successive steps and handles problems and deviations in accordance with instructions, policies, prior training or accepted practices. Completed work is usually evaluated for technical soundness, appropriateness, and conformity to policy and requirements. The methods used in arriving at the end results are usually reviewed in detail.

Procedures for doing the work have been established and a number of specific guidelines are available. The employee uses judgment in locating and selecting the most appropriate guidelines and procedures and in making minor deviations to adapt guidelines to specific cases. At this level, the employee may also determine which of several established alternatives to use. Situations to which existing guidelines cannot be applied or requiring significant deviations from the guidelines are referred to the supervisor.

The work includes various duties involving different and unrelated processes and methods. Decisions regarding what needs to be done depend upon the analysis of the subject; phase or issues involved and the chosen course of action may be selected from many alternatives. The work involves conditions and elements that must be identified and analyzed to discern interrelationships.

The work involves treating a variety of conventional problems or situations in conformance with established criteria. The work product or service affects the operation of programs and adequacy of outreach activities.

Personal contacts are with co-workers, vendors, RDC representatives, consumers, business and community partners and others in a moderately structured setting for the purpose of planning, coordinating or advising on work efforts or to resolve problems by influencing individuals or groups who are working toward mutual goals.

The work is generally sedentary and takes place in an office environment requiring normal safety precautions.

Revised January 15, 2008

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**JOB DESCRIPTION**

**Job Title:** Outreach Manager  
**Department:** Outreach Department  
**Reports To:** Executive Director  
**FLSA Status:** Exempt  
**Prepared By:** HRP  
**Prepared Date:** December 17, 2007  
**Approved By:**  
**Approved Date:** January 23, 2008

**Summary:**

Plans, directs and evaluates outreach activities to administer the provisions of the state's Telecommunications Access System Act (TASA) and promote FTRI's telecommunications services, specialized equipment and the Florida Relay Service to contract providers, referral systems, consumers and the general public by performing the following duties.

**Essential Duties and Responsibilities:**

Include the following. Other duties may be assigned.

- In coordination with the Executive Director, establishes strategies, programs and procedures to administer the state's Telecommunications Access System Act (TASA) outreach program. Develops, implements and evaluates long- and short-term goals, programs and activities, and budgets to promote Florida Relay Services and the distribution of telecommunications equipment to the deaf, hard of hearing, speech impaired and dual sensory impaired populations in Florida.
- Prepares and releases reports, studies, and publications to promote public awareness of and support for TASA programs. Directs the production of radio, television, and print advertisements; brochures and newsletters; website; videos; and other publications and materials. Compiles information; writes and edits copy; designs logos, graphics and layout; and oversees the production of outreach materials in print or other media formats.
- Oversees the distribution of promotional and outreach materials to target markets comprised of business and community partners, professionals, contract distributors, TASA approved certifiers, consumers, agencies, and others who are affiliated with individuals or groups who are deaf, hard of hearing, speech impaired and dual sensory impaired.
- Prepares, negotiates and administers outreach contracts with Regional Distribution Centers (RDCs) and monitors compliance with terms of agreement. Visit RDCs to provide outreach support and assistance; conduct audits; and evaluate effectiveness in providing contract services. Trains, directs and evaluates RDC staff in the attainment of program goals. Reviews proposed RDC outreach activities and special project applications to determine suitability for funding. Reviews follow-up reports, verifies documentation is complete and accurate, and evaluates invoices for suitability for payment.
- Manages departmental staff and resources in accordance with the agency's policies and applicable laws. Responsibilities include interviewing, recommending and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Facilitates weekly department meeting/training.
- Surveys consumers, distributors, and others, as needed, to determine effectiveness in meeting outreach objectives. Compiles and analyzes data and implements changes, as appropriate and assists in the resolution of problems that may inhibit outreach program effectiveness.
- Manages the website which includes adding contents to the Resource Page, issuing of passwords to staff and RDCs, and occasional troubleshoot.

- Works with distributors, business and community partners, consumers and others regarding program objectives, participant criteria, and the application process.
- Attends conferences to exhibit and conduct presentations on behalf of the agency.
- Acts as the point of contact for all media inquiries.

**Other Duties:**

- Participates on the FTRI management team.
- Participates in training as required.
- Performs other duties as assigned.

**Supervisory Responsibilities:**

- Directly supervises two Outreach Specialists and one Outreach Assistant.

**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.

- Requires practical knowledge of telecommunications technology, the Telecommunications Access System Act, Regional Distribution Center contract requirements; Florida Telecommunications Relay, Inc. policies and procedures; and relevant state and federal regulations; and Florida Relay Service.
- Requires strong management skills to effectively and efficiently plan, organize, direct, control and evaluate staff and departmental resources.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, governmental regulations, and contracts.
- Ability to design effective advertisements and brochures, and write reports, business correspondence, and procedure manuals.
- Ability to effectively present information orally or visually, and in writing, and respond to questions from individuals and groups of employees, managers, Directors, contractors, consumers, vendors, business and community partners, agencies, and the general public. Requires the ability to adapt communications to target diverse audiences.
- Requires the ability to develop and maintain professional networks with contract distributors, consumers, business and community partners, and others affiliated with the deaf, hard of hearing, speech impaired and dual sensory populations.
- Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations. Must be able to draw and interpret graphs, charts and other diagrams.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Must be able to operate computers, printers, scanners, copiers, telephones and other standard office equipment. Must be able to set up and effectively use all specialized telecommunications equipment distributed by FTRI.
- Must have proficiency in using word processing, spreadsheet, presentation, network, desktop publishing and telecommunications software applications.
- Requires tact and discretion when dealing with confidential or sensitive information.
- Must be able to work independently and collaboratively. Must be able to organize work for self and others and handle multiple priorities with minimal supervision.

- May be required to travel overnight or longer approximately 50% of the time to attend workshops, training or conferences; conduct audits; make presentations; or attend other business on behalf of the agency.
- Must be able to work flexible hours as needed.

**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 use hands to finger, handle, or feel; reach with hands and arms; and communicate effectively. The employee is frequently required to stand; walk; sit and stoop, kneel, crouch, or crawl. The employee is occasionally required to climb or balance. The employee must frequently lift and/or move up to 5 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. The employee must have mobility to move freely throughout the community and state.

**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.

Work generally takes place in a normal office environment with moderate noise levels. The work environment involves everyday risks requiring normal safety precautions such as adherence to traffic regulations and safe work practices.

**Education and/or Experience:**

Bachelor's degree from four-year college or university in Public Relations, Marketing, Communications or related field, plus two year related nonprofit management experience and/or training; or equivalent combination of education and experience. Proficiency in American Sign Language is helpful.

**Certificates, Licenses, Registrations:**

Valid State Driver's License.

**Position Factors:** *(As provided during interview with HRP)*

Requires practical knowledge of a wide range of Public Relations, Marketing and Communications technology, methods, principles and practices and skill in applying this knowledge to assignments such as the design and planning of difficult but well-precedented projects.

The supervisor sets overall objectives and available resources. The employee and supervisor, in consultation, develop deadlines, projects, and work to be done. Having developed expertise in the line of work, the employee is responsible for planning and carrying out assignments, resolving most of the conflicts that arise, coordinating work with others, and interpreting policies in terms of established objectives. The employee keeps the supervisor informed of the progress, potentially controversial matters, and far-reaching implications. Completed work is reviewed in terms of feasibility, compatibility with other work or effectiveness in meeting requirements or expected results.

Guidelines are available, but have gaps in specificity. The employee uses judgment in interpreting and adapting guidelines such as organizational policies and governmental regulations to specific cases or problems. The employee analyzes results and recommends changes.

The work typically includes varied duties requiring many different and unrelated processes and methods. Decisions regarding what needs to be done include the assessment of unusual circumstances, variations in approach and incomplete or conflicting data. The work requires making many decisions concerning such things as the interpretation of considerable data, planning of work, or refining of methods and techniques.

The work involves establishing criteria, formulating projects, assessing program effectiveness, or analyzing a variety of unusual conditions or problems. The work product affects a wide range of organizational activities or major activities of other organizations.

Personal contacts are with co-workers, managers, business and community partners, vendors, contract distributors, consumers, agency representatives and others in a moderately structured setting.

The purpose of contacts is to plan, coordinate or advise on work efforts or to resolve operating problems by influencing or motivating individuals or groups who are working toward mutual goals and have basically cooperative attitudes.

The work is generally sedentary and takes place in a normal office environment with moderate noise levels.

Revised January 16, 2008

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**JOB DESCRIPTION**

**Job Title:** Outreach and Training Specialist  
**Department:** Outreach Department  
**Reports To:** Outreach Manager  
**FLSA Status:** Non-exempt  
**Prepared By:** HRP  
**Prepared Date:** December 13, 2007  
**Approved By:**  
**Approved Date:** January 31, 2008

**Summary:**

Promotes the agency's telecommunications services and equipment to contract providers, referral systems, consumers, and the general public by performing the following duties.

**Essential Duties and Responsibilities:**

Include the following. Other duties may be assigned.

- Participates in planning, developing, and implementing outreach initiatives to build community awareness of the Florida Telecommunications Access System Act (TASA) and the availability of telecommunications equipment and relay services through Florida Telecommunications Relay, Inc. for persons with hearing loss, speech impairment, and/or dual sensory impairments.
- Identifies, develops and maintains relationships with Florida Relay, Regional Distribution Centers (RDCs), physicians, audiologists, hearing aid specialists, community agencies and organizations, and others affiliated with the deaf, hard of hearing, speech impaired and/or dual sensory impaired populations throughout the state.
- Provides marketing and outreach support. Makes routine visits to conduct audits, training, demonstrations and presentations; provide information and marketing materials; and perform other outreach activities on behalf of FTRI.
- Advises consumers and distributors regarding appropriate equipment and services to meet specific needs. Informs consumers and distributors regarding the application and certification requirements for services and equipment.
- Participates in creating, developing, composing, revising, publishing, and evaluating outreach materials. Assists the Outreach Manager in developing, updating, and publishing advertisements, brochures, newsletters, website, presentations and other materials to promote the agency's services and equipment. Conducts research, compiles information and contributes to the content of marketing materials and outreach initiatives.
- Develops and maintains a distribution list for brochures, newsletters, and other publications and materials. Monitors field inventories of outreach materials and re-stocks needed.
- Conducts periodic physical inventories of equipment in the field and submits an itemized list for reconciliation against the reported inventory.
- Assists distributors in resolving issues regarding consumer access, relay services, equipment or other problems. Responds to routine inquiries or directs issue to the appropriate FTRI personnel.
- Assists the Outreach Manager in monitoring and evaluating the effectiveness of outreach initiatives. Solicits information and recommendations from RDCs, consumers, and others, and reports to FTRI management.
- Participates in exhibits, conferences, workshops, presentations and other activities to promote and demonstrate FTRI equipment and services.

**Other Duties:**

- Participates in training as required.

- Performs other duties as assigned.

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**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.

- Must have practical knowledge of telecommunications systems and marketing principles, concepts and methodology to effectively promote, train and advise others regarding FTRI services and equipment. Requires working knowledge of the Florida Telecommunications Access System Act (TASA), FTRI policies and procedures, and program eligibility requirements.
- Ability to read and interpret documents such as trade journals, operating instructions, and procedure manuals.
- Must be able to create effective advertisements, newsletters, presentations, brochures and other promotional materials with correct spelling, syntax, punctuation, and grammar.
- Ability to communicate effectively orally or visually and in writing before individuals or groups of co-workers, distributors, community service representatives, consumers and the general public. Requires good presentation skills and the ability to adapt communications to target diverse audiences.
- Requires ability to develop and maintain networks with contract distributors, consumers, business and community partners and others affiliated with the deaf, hard of hearing, speech impaired and/or dual sensory impaired populations.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Must be able to effectively operate computers, printers, scanners, copiers and other standard office equipment. Must be able to effectively operate and utilize the agency's telecommunications equipment and services.
- Requires proficiency in word processing, spreadsheet, network/internet, desktop publishing and presentation software applications.
- Requires ability to organize and plan own work, coordinate projects, and handle multiple priorities with minimal supervision.
- Ability to work independently and collaboratively, assisting others as needed.
- Must exercise discretion and tact regarding confidential and sensitive information.
- Must be able to travel approximately 50% of the time. Must travel overnight or longer to confer with distributors, conduct presentations, attend meetings and perform other functions on behalf of FTRI.
- May be required to work overtime or a flexible schedule, including nights and weekends.

**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 use hands to finger, handle, or feel; reach with hands and arms; communicate effectively; sit, stand; and walk; and stoop, kneel, crouch, or bend. The employee must have mobility to move freely throughout the service area and a variety of environments. The employee must frequently lift and/or move up to 5 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities

required by this job include close vision, distance vision, color 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. Work generally takes place in a normal office environment with moderate noise levels.

**Education and/or Experience:**

Requires an Associate's degree in Communications, Business or related studies, plus two years related experience, or equivalent combination of education and experience. Proficiency in American Sign Language is helpful.

**Certificates, Licenses, Registrations:**

Valid state driver's license

**Position Factors** *(As provided during interview with HRP)*

Requires practical knowledge of telecommunications systems and marketing principles, concepts and methodology to carry out limited projects involving the use of specialized, complicated techniques.

The employee and supervisor, in consultation, develop deadlines, projects and work to be done. The employee is responsible for planning and carrying out the assignment, resolving most of the conflicts that arise, coordinating work with others as necessary, and interpreting policy in terms of established objectives. The employee keeps the supervisor informed of the progress, potentially controversial matters, and far-reaching implications. Completed work is reviewed in terms of feasibility, compatibility with other work and effectiveness in meeting requirements or expected results.

Procedures for doing the work have been established and a number of specific guidelines are available. The employee uses judgment to locate and select the most appropriate guidelines and procedures and in making minor deviations to adapt guidelines to specific cases. Situations to which the existing guidelines cannot be applied or requiring significant deviations from the guidelines are referred to the supervisor.

The work includes various duties involving different and unrelated processes and methods. The decision regarding what needs to be done depends upon the analysis of the subject, phase, or issues involved in each assignment and the chosen course of action may be selected from many alternatives. The work involves conditions and elements that must be identified and analyzed to discern interrelationships.

The work involves treating a variety of conventional problems, questions or situations in conformance with established criteria. The work product or service affects the operation of outreach programs, adequacy of telecommunications equipment, and well-being of individuals.

Personal contacts are with co-workers, representatives of Regional Distribution Centers and community organizations, consumers, and the general public in a moderately structured setting. The purpose of contacts are to plan, coordinate and advise on work efforts or resolve problems by influencing or motivating individuals or groups who are working toward mutual goals and have basically cooperative attitudes.

The work is generally sedentary, but may require some standing, walking, bending or other activities. No special physical demands are required to perform the work.

The work environment involves everyday risks or discomforts that require the use of safe work practices.

Revised January 31, 2008

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**JOB DESCRIPTION**

**Job Title:** Receptionist  
**Department:** Administration  
**Reports To:** Business Manager  
**FLSA Status:** Nonexempt  
**Prepared By:** HRP  
**Prepared Date:** December 21, 2007  
**Approved By:**  
**Approved Date:** January 31, 2008

**Summary:**

Greets incoming callers and walk-in visitors as the first point of contact. Assists with routine program inquiries such as request for applications, program qualifications, direction to Regional Distribution Centers (RDCs), equipment troubleshooting and directs technical inquiries to appropriate as directed by supervisor.

**Essential Duties and Responsibilities:**

Include the following. Other duties may be assigned.

- Welcomes walk-ins, on-site visitors, determines nature of business, responds to routine inquiries and requests for information, or announces visitors to appropriate personnel.
- Answers incoming telephone calls. Determines purpose of call, and responds to routine inquiries and requests for information, takes messages, or forwards to appropriate RDC, FTRI personnel, or other party.
- Provides basic customer service and training. Advises callers and visitors regarding application process, program qualification; equipment set-up, and troubleshooting; and resolves other routine problems or issues.
- Retrieves and responds to voice mail messages. Takes appropriate action to fill requests, return calls, or forward messages to appropriate FTRI personnel. In response to requests for information, prepares routine correspondence, assembles packets of promotional materials and applications and mails to applicant.
- Conducts database, Internet and website searches to access information regarding consumers, event schedules; RDC telephone numbers, addresses, and hours of operation; and other information as needed to assist callers or visitors.
- Logs incoming telephone calls and prepares weekly Activity Report. Tracks and compiles number of voice, relay, and TTY contacts, applications distributed, and calls returned.
- Assists walk-in applicants and clients by issuing, exchanging, selecting and demonstrating equipment. Assists with application, verifies consumer status, recommends equipment appropriate to needs, completes required documentation, and performs training regarding telecommunications equipment and relay services.
- Reviews and verifies application data entries. Makes, tracks, and reports corrections. Prepares summary report and submits to appropriate DCP II for follow-up with RDC.
- Receives completed Quality Assurance survey cards from clients. Enters data and comments into the AIMS system and distributes "negative" responses to the appropriate Distribution Program Coordinator for follow-up. Files completed surveys by date in archives.
- Prepares mailing labels and performs other clerical duties as needed.

**Other Duties:**

- Participates in training as directed.
- Performs other duties as assigned.

**Supervisory Responsibilities:**

This job has no supervisory responsibilities.

**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.

- Requires practical knowledge of standardized telephone, clerical and customer service skills and experience to perform the full range of standard clerical assignments and resolve recurring problems. Requires general knowledge of Telecommunications Access System Act (TASA) and working knowledge of FTRI policies and procedures.
- Ability to read and interpret documents such as operating and maintenance instructions, procedure manuals, Quality Assurance surveys, and applications.
- Ability to write memos, messages, routine reports and correspondence.
- Ability to communicate effectively orally, visually and in writing with individuals and small groups of applicants and consumers; RDC, business and community partner representatives; co-workers; and the general public.
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals to accurately record, compile and report data. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Requires ability to effectively use computers, printers, multi-line telephones, copiers, facsimiles, postage machines, label makers and other standard office equipment. Requires ability to set-up, demonstrate and troubleshoot agency's telecommunications equipment.
- Proficiency in computer software applications such as; word processing, database and spreadsheets.
- Requires ability to plan and organize own work, handle multiple priorities, and accurately perform duties with minimal supervision.
- Ability to work independently and collaboratively, assisting others as needed.
- Must exercise discretion and tact regarding confidential and sensitive information.

**Education and/or Experience:**

High school diploma or general education degree (GED); plus one year related customer service and/or clerical experience and/or training. Proficiency in American Sign Language is helpful.

**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; use hands to finger, handle, or feel; reach with hands and arms and talk and hear/communicate effectively. The employee is frequently required to stand and walk. The employee is occasionally required to bend, stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 5 pounds and occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision 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.

The work takes place in a normal office environment with moderate noise.

**Certificates, Licenses, Registrations:**

None required.

**Position Factors:** *(As provided during interview with HRP)*

Knowledge of standardized office rules and procedures and experience to perform the full range of standard clerical assignments and resolve recurring problems.

The supervisor makes assignments by defining objectives, priorities, and deadlines and assists the employee with unusual situations that do not have clear precedents. The employee plans and carries out the successive steps and handles problems and deviations in work assignments in accordance with instructions, policies, prior training, or accepted practices. Completed work is usually evaluated for technical soundness, appropriateness, and conformity to policy and requirements. The methods used in arriving at the end results are not usually reviewed in detail.

Procedures for doing the work have been established and a number of specific guidelines are available. The number of similar guidelines and work situations requires the employee to use judgment in locating and selecting the most appropriate guidelines, references, and procedures and in making minor deviations to adapt guidelines to specific cases. Situations to which existing guidelines cannot be applied or requiring significant proposed deviations are referred to the supervisor.

The work consists of duties involving related steps, processes or methods. Decisions regarding what needs to be done involve various choices requiring the employee to recognize the existence of and differences among a few easily recognizable situations. Actions to be taken or responses to be made differ with respect to the source of information to be applied, the kinds of transactions or entries to be made, or other differences of a factual nature.

The work involves the execution of specific rules or procedures and typically comprises a complete segment of an assignment or project of a broader scope. The work product or service affects the accuracy, reliability or acceptability of further processes or services.

Personal contacts are with applicants and consumers, co-workers, representatives of RDC's, business and community partners, and the general public in a highly structured setting. The purpose of contacts is to obtain, clarify, or provide facts or information.

The work is generally sedentary and takes place in a normal office environment with moderate noise levels.

January 31, 2008

**FLORIDA TELECOMMUNICATIONS RELAY, INC.**  
**Proposed Salary Schedule 2008**

Job Title	Level	Minimum	Midpoint	Maximum
Distribution Program Clerk	4	████████	████████	████████
Receptionist	5	████████	████████	████████
Accounts Payable Clerk	5			
Distribution Program Coordinator I	6	████████	████████	████████
Outreach Assistant	6			
AR-Accounting Specialist	7	████████	████████	████████
Outreach Specialist	7			
Distribution Program Coordinator II	7			
Equipment Distribution Program Manager	9	████████	████████	████████
Business Manager	10	████████	████████	████████
Outreach Manager	10			
Executive Director	11	████████	████████	████████

Note: The current position of Outreach Secretary is classified at the same level as the Outreach Assistant. The current position of Outreach Specialist is classified at the same level as the Distribution Program Coordinator II.