

**SENIOR COLLEGE INFORMATION OPERATOR**

**DESCRIPTION**

Oversees the day-to-day operations of the office. Troubleshoots minor campus voice mail problems and provides solutions. Ensures all external District recordings are accurate and current. Assists campus users in the utilization of V-tree technology. Administers the annual update and compilation of the Campus Directory. In addition, the Senior College Information Operator performs the duties of a College Information Operator, including operating a digital PBX switchboard, changing settings and prompts on automated-attendant, creating and editing voice mailboxes and performing related clerical duties.

**SUPERVISION EXERCISED AND RECEIVED**

Supervision is received by a classified manager.

May provide work direction to student workers.

**EXAMPLES OF DUTIES**

Coordinates the day-to-day operations of the college informational office.

Serves as lead operator in the college informational office.

Troubleshoots minor campus voice mail problems and provides solutions.

Ensures all external District recordings are accurate and current.

Assists campus users in the utilization of V-tree technology.

Provides training for college information operators and student workers.

Administers the annual update and compilation of the Campus Directory.

Answers incoming calls, determines referral and makes necessary transfers via the switchboard.

Gives routine non-technical information in reply to questions or refers callers to appropriate source.

Places long distance calls; keeps records of collect calls.

Maintains service log of any problems, moves, or additions within the phone system and refers major problems to the telephone repair technician.

Maintains changes of information and current listing of phone extensions, office locations, office hours and new personnel to be published in the campus directory.

Maintains current file of instructor's daily schedules and available office hours.

Records, schedules, and updates the District's outgoing messages via voice mail/automated attendant computer.

Provides work direction and training to student workers.

## **EXAMPLES OF DUTIES (continued)**

Verifies time sheets for student workers.

Performs related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

Various campus functions and departments.

Operation of multiple-private branch exchange digital switchboard.

V-Tree technology and its capabilities.

Operation of an automated-attendant/voice mail system.

Computer programs as required.

General office practices and procedures.

### **Ability to:**

Operate standard office equipment.

Understand and carry out both oral and written instructions.

Perform calmly and efficiently under stress in an emergency.

Deal tactfully with the public using good diction, enunciation and voice modulation.

Work independently.

Serve in a lead capacity.

Troubleshoot voicemail problems and offer solutions.

Operate an exchange digital switchboard.

Operate a VOIP digital attendant console.

Maintain clear and accurate records.

Give clear verbal directions to system users.

Communicate effectively with contacts in a multi-cultural environment.

Train and provide work direction to others.

## **EMPLOYMENT STANDARDS**

### **Minimum Qualifications:**

Graduation from High School or equivalent.

**EMPLOYMENT STANDARDS (continued)**

Three years of experience in the operation of a digital telephone switchboard.

**Desirable:**

Prior experience in an educational institution.

Experience with Microsoft software applications, specifically Word and Excel.