

**COLLEGE INFORMATION OPERATOR**

**DEFINITION**

Operates a digital Voice Over IP (VOIP) digital attendant console and performs related clerical duties.

**SUPERVISION RECEIVED AND EXERCISED**

Supervision is provided by higher-level supervisory or administrative positions.

May provide work direction to student workers.

**EXAMPLES OF DUTIES**

Answers incoming calls, determines referral and makes necessary transfers via the VOIP attendant console.

Serves as a receptionist directing students, faculty and staff to appropriate campus locations and events.

Gives non-technical information in reply to questions or refers callers to proper sources.

Notifies help desk of problems, relocations, or deletions within the VOIP system.

Maintains information of changes in phone extensions, office locations, email and new personnel to be published in the directory.

Edits and coordinates annual publication of Campus Directory.

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

Records outgoing messages via voice mail/automated attendant computer.

Gives instruction on the operation of the fax machine, receives and distributes faxes to college departments and staff.

Places long distance calls; keeps records.

Provides work direction and training to student workers.

Verifies time sheets for student workers.

Performs related work as required.

**QUALIFICATIONS**

**Knowledge of:**

Various campus functions and departments.

## **QUALIFICATIONS (continued)**

General office practices and procedures.

### **Ability to:**

Operate a VOIP digital attendant console.

Operate standard office equipment.

Understand and carry out both oral and written instructions.

Give clear verbal directions to system users.

Perform calmly and efficiently under stress in an emergency.

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

Communicate effectively with contacts in a multi-cultural environment.

Ability to work independently.

Train and provide work direction to others.

## **EMPLOYMENT STANDARDS**

### **Minimum Qualifications:**

Graduation from High School or equivalent.

One year of experience in the operation of a digital telephone switchboard.

### **Desirable:**

Experience with Microsoft software applications, specifically Word and Excel.