

MARIST COLLEGE

Office of Human Resources

Lead Switchboard Operator (CL-5)

Department

Switchboard

Summary

Provide customer service to the College by receiving and relaying all incoming, outgoing and interoffice calls. Work is performed independently according to prescribed procedures

Duties and Responsibilities

- Answer all incoming calls and route to proper office or individual
- Act as receptionist for the College, giving directions and information to visitors or over the phone
- Report telephone or equipment problems to the Help Desk or Telecommunications Analyst
- Maintain list of emergency numbers such as fire, police, ambulance, civil defense, etc. and make calls or assist security as necessary.
- Train new employees or student workers in the operation of switchboard
- Obtain most recent personnel records every semester, and update the console directory binders
- Supervise the scheduling of work, including coverage for absences
- Consistently demonstrate courtesy, professionalism, and strong customer service skills
- Perform other job-related duties as required

Requisite Skills

- 1A-Basic Reception/Response
Consistently demonstrates ability to take basic information from inquiries (telephone, e-mail, or in-person) and forward to appropriate person for a response. Directs visitors as needed
- 6A Basic Office Organization
Consistently demonstrates ability to assist with operational duties of the office with frequent supervision, including time management, calendar management, and project timelines. Consistently demonstrates ability to file typical documents using routine filing systems and to insert updates into manuals
- 15B-Intermediate Interpersonal Communication
Consistently demonstrates courtesy, tact and professionalism, as well as sensitivity to the concerns or interests of others in conveying information. Demonstrates patience and the ability to handle difficult people
- 17A – Basic Responsibility
Consistently demonstrates ability to prioritize, coordinate and complete (start to finish) basic work assignments, with either assistance or instruction, such as supervising student workers
- 18B-Intermediate Organizational Knowledge
Consistently demonstrates significant comprehensive knowledge of department and majority of the College