

**CROWDER COLLEGE  
POSITION DESCRIPTION**

<b>Status:</b> PT, 12 months, 19 hrs/wk	<b>Title</b> SWITCHBOARD OPERATOR
<b>Revised:</b> 6/20/2016	<b>Department</b> PUBLIC INFORMATION
<b>Level:</b> Staff, Range 2	<b>IPEDS</b> CLERICAL & SECRETARIAL
<b>FLSA:</b> Nonexempt	<b>Reports to</b> DIRECTOR OF PUBLIC INFORMATION

**POSITION SUMMARY**

Answer switchboard calls, transferring calls to appropriate personnel, responding to questions, and taking and delivering messages as needed. Serve as Information Desk for those entering the Farber Building. Perform routine clerical work for Public Information, Business, and/or Cashier's Offices on an as-needed basis.

**MAJOR FUNCTIONS**

1. Answer switchboard calls, transferring calls to the appropriate personnel, responding to questions in an accurate and friendly manner, and delivering messages as needed, either via e-mail or phone.
2. Direct visitors as they come through the Farber Building Lobby and respond to questions as needed.
3. Keep abreast of campus activities and personnel to provide accurate information and customer service.
4. Collect work-study time sheets and distribute work-study checks to students at switchboard area.
5. Type or key in a variety of documents and data, proofreading work for accuracy.
6. Assist with clerical duties on an as-needed basis for the Public Information, Business, or Cashier's Offices.
7. Register and distribute parking stickers to students.
8. Perform other related tasks as required.

**KNOWLEDGE AND CRITICAL SKILLS/EXPERTISE**

High School diploma or equivalent.

One (1) year of related work experience.

Excellent telephone techniques and etiquette.

Ability to operate standard switchboard with efficiency.

Ability to key routine documents at a level normally acquired through one year of keyboarding course work or on-the-job training.

Ability to establish and maintain positive working relationships with other employees, students, and the public.

<b>EQUIPMENT/SOFTWARE</b>
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1. Operate standard switchboard.
2. Operate personal computer

<b>POSITIONS SUPERVISED</b>
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None

<b>WORKING CONDITIONS</b>
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1. Indoors in a normal office environment with minimal exposure to temperature changes, noise, dust or chemicals.
2. Part-time hours which may require readjustment depending on work assignments and availability.
3. A neat appearance and appropriate businesslike apparel are required.

<b>PHYSICAL DEMANDS</b>
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1. Generally sedentary work involving sitting most of the time but will involve mobility within the campus.
2. Input and access information-using computers.
3. Ability to concentrate on assigned tasks and pay close attention to detail.
4. May sit at a workstation for up to three (3) hours at a time.

<b>LANGUAGE/COMMUNICATIONS SKILLS</b>
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1. Effective telephone communication skills, including ability to obtain and provide information verbally.
2. Ability to communicate effectively with a variety of people, including students and the general public.
3. Ability to understand oral or written instructions, and to ask appropriate questions for clarification.
4. Ability to read English in order to proofread and perform grammatical and spelling edits.
5. Ability to take and transmit accurate messages.