

**TITLE: Telecommunications Operator II**

**SUPERVISOR: Telecommunications Engineer / Switchboard Manager**

**HOURLY WAGE: \$7.35**

**MAIN FUNCTION**

The Telecommunications Operator II is responsible for answering incoming calls to the Washington College switchboard. Under general supervision, the Telecommunications Operator II provides direct support to the Washington College community, routing calls to the proper individual or office.

**DUTIES AND RESPONSIBILITIES**

Provide proper and efficient operation of campus switchboard telephone. Provide courteous services to ALL callers through the campus switchboard. Provide proper coordination of all calls and messages received through the campus switchboard. Provide any and all information services available. Maintain consistent and professional relations and support to the campus community and outside community regarding all facets of campus information technologies, telecommunications and information services. Assist the switchboard with light clerical duties such as letters, calendars, and packets. Trains to be able to advance to the Telecommunications Operator III position.

Perform other related duties as assigned.

**DIRECTION RECEIVED**

This position is under general supervision of OIT managerial staff. Daily verbal supervision is given based on the OIT Policy and Procedures Manual

**KNOWLEDGE/EXPERIENCE REQUIREMENTS**

Basic to advanced telephone answering skills. Basic secretarial and organizational skills. Detail oriented, well organized and able to work independently. Strong verbal and written communication skills. Able to handle diverse assignments and effectively communicate with the WC community as well as the outside community. Must sign OIT Confidentiality Agreement.

**WORKING CONDITIONS**

Normal office / climate controlled