

University of Houston – Clear Lake

Position Description

Job Title: **Telephone Operator**

Job Code: **5218**

Pay Grade: **070**

FSLA: **NE**

Location: **UHCL**

Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	High school diploma or GED.	Some hours toward an Associate's degree.
Experience	One year experience as a Switchboard Operator/ Receptionist in a medium to large business. Proficient knowledge of PC and Microsoft Office Suite software and Call Accounting software for telephone directory assistance. Excellent command of the English language.	Two years experience working in an educational environment, with a Siemens switchboard. Working knowledge of PCs; Microsoft Office Suite; and Call Accounting software, Anchorpoint, for billing and telephone number assistance. Bilingual skills (English/Spanish).
License/Certification		

This position may be security sensitive requiring a background check of the final candidate.

POSITION SUMMARY

This position requires the person to be proficient with PCs and Microsoft Office Suite software. This position will be responsible for distributing daily call status reports, monthly phone bills, telephone directory information and other important information. This position will be required to perform data entry into the call accounting package Anchorpoint. The position is the first contact for many of the university's friends, business partners and potential new students which requires the person to have strong people skills. This position must have a strong working knowledge of the different types of the Siemens phone sets located throughout campus. This position requires the grasping of where and what each Department and School does in order to provide answers to people who inquire about these areas. The position must be self motivated.

Duties and responsibilities	% Time
Telephone Operator/Information provider to callers and walk ins. Must have a complete understanding of the operation of the university in order to provide the correct information to our customers. Retrieves night messages each morning and distributes calls accordingly.	80
Telephone billing and telephone directory report distribution and data entry. Performs daily checks of poll records and non-costed calls so action can be taken to correct billing problems before month end close. Maintains work order completion log for Telecommunications Supervisor. Assists Telecommunications Supervisor on other duties assigned.	10
Runs daily reports to help Telecommunications Supervisor identify possible telephone fraud. Works with university employees to help identify and notify mass fax companys in order to stop mass faxes being delivered to campus. A source of information about the operation of the different types of phonesets, PhoneMail and how to make the different types of long distance calls.	10

This position description describes the general qualifications, duties and responsibilities of work being performed.