
STUDENT SWITCHBOARD OPERATOR

PURPOSE OF POSITION

Assists in the work of the Calvin Switchboard & CIT Office Receptionist

REPORTS TO

Purchasing and Services Coordinator/CIT Office Manager

MAJOR DUTIES AND RESPONSIBILITIES

- Be the first representative of Calvin College
- Operate the Calvin Telephone System as instructed by the Manager
- Answer telephone calls and direct calls to the appropriate destinations
- Assist the Manager in various CIT office-related activities (i.e. Answering the CIT Receptionist phone and announcing visitors)
- Supply information on college, seminary, and various off-campus user events, including various tests given on campus
- Inform callers about *who* is responsible *for what* and *where* to contact them
- Give directions to campus from off-campus locations and to specific locations on campus
- Assist in locating students, faculty, and staff, both on and off campus
- Assist in finding medical assistance and/or direct to alternate locations for immediate assistance (i.e. Campus Safety)
- Provide information about various office hours to students and the public
- Assist students, faculty, and staff on procedures for placing local, long distance, and international calls from campus
- Direct telephone repair and installation requests to the appropriate area (i.e. HelpDesk)
- Operate and access information from Database and assist in periodic updating of data files
- Solve problems not always covered by instruction, using good judgment and reflecting the policies of Calvin College
- Take responsibility for performing duties of the office without detailed supervision
- “Troubleshoot” unusual requests
- Direct people wishing to page personnel and assist in paging when necessary (i.e. Campus Safety)
- Screen calls in highly sensitive situations, concerning high college officials and students (i.e. harassing phone calls)
- Provide possible first response to campus calls pertaining to emergency situations, responding appropriately by contacting appropriate Campus Safety unit and possibly Fire Department, Police Department, and/or Ambulance if necessary

WAGES

Student Wage Rate: Level 1 (\$7.40 hr.)

QUALIFICATIONS

Be able to understand & carry out procedures and policies of the Calvin Switchboard. Knowledge of Calvin College and its functions in all areas and aspects is beneficial. Possess a professional and mature attitude, pleasant voice, and ability to communicate well with the public. Be patient, understanding, and convey a helpful attitude with all callers and visitors. Must be able to withstand emergency situations and respond with accuracy as instructed by the Manager. Must be willing and able to work flexible hours; including one (1) school break. All employees are required to work either Christmas or Spring Break. A commitment of one (1) academic year is preferred. Completion of a minimum of 15 hours of on-the-job training required. Must be willing to sign a Service Agreement; committing to at least one year of service.