

RELIEF OPERATOR TO THE PART TIME SWITCHBOARD OPERATORS TELECOMMUNICATIONS OFFICE

The following statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list.

POSITION SUMMARY:

This position is for a relief operator that will be on-call to fill in for part-time operators if they are sick or on personal leave. This person would be responsible for the operation of MC's college switchboard in the absence of the part-time operator. This person would be responsible for taking all incoming calls that come through 601-925-3000 and learn to transfer to correct employees on campus. Must have good telephone etiquette.

ESSENTIAL FUNCTIONS:

Must have a good working knowledge of computers
Answer all incoming calls from on campus and off campus coming into switchboard
Transfer calls that are requested
Always be courteous to every person you talk to on the phone.
Always be courteous to every person coming into your office.
Always answer with a smile.

QUALIFICATIONS:

Have a high school education with a good record of working experience. Must have a good working knowledge of how to use a computer.

REPORTS TO: Office Manager and/or Director of Telecommunications

OFFICE HOURS: 7:30-12:30 1st shift
12:30-5:00 2nd shift

Because this job works on a shift change, it is very important you are on time for your shift. If you are late, it is impossible to make up your time so it will be deducted from your time card. The first shift should plug into the switch board at 7:30 a.m. and the second shift should plug in at 12:30 p.m.