University Of La Verne  
Facility and Technology Services  
Student Positions

Department (X next to one that applies):
   Asset Management  
   Campus Center  
   Campus Safety  
   Enterprise Applications  
   Facilities Management  
   Facility and Technology Services - General  
   Mail Center  
   Technology Infrastructure Services  
   Unified Service Desk

Job Title: Switchboard Operator Manager

Work Study (Yes/No): Paid/WS

Brief Job Description:

The Switchboard Manager will assist in overseeing the day-to-day operations of the switchboard including but not limited to: maintaining office supplies, equipment and services. The Switchboard Manager will also coordinate shift coverage with the switchboard operators for all operational hours. The Switchboard Manager will also assist in the training, scheduling and supervision of the switchboard operators and in the planning of departmental staff meetings. Be responsible for paperwork, maintaining files and work projects, such as various log sheets including caller details. Manager will receive incoming calls (internal or external), providing assistance to callers and troubleshooting caller's problems. They have frequent telephone contact with the public in disposing of incoming and outgoing calls placed through the switchboard and answering questions regarding personnel, departments and events. Operators will assist callers in determining the proper office/person with whom they choose to speak and assist in toll calls where speed and accuracy are essential. Operators will also provide a professional switchboard service for all callers to the University, ensuring that all calls are dealt with efficiently, expeditiously and helpfully, such that all caller needs are met and appropriate information provided. They will need to ensure that the University switchboard is maintained according to established procedures and practice, carrying out any appropriate administrative or maintenance work associated with normal duties such that quality services can be provided. Need to maintain a clean and safe environment and must maintain strict adherence to safety procedures. Maintain a working knowledge of department policies and procedures and all other duties as assigned.
Basic Qualifications:

Student must have a working knowledge of Microsoft Office applications, such as Excel and Word, and other computer operations. Student must be able to work in a professional, client centered, and quality service environment alongside staff in the Campus Center. Excellent organizational skills, an ability to prioritize and complete assigned work duties are highly recommended. Student working in the Campus Center must be able to work with, communicate, and interact effectively with one another. Because of the magnitude of the Campus Center, students must be able to learn quickly under moderate supervision and take initiative and work well with direction from your supervisor. Student worker must attend all orientations, training sessions, and monthly staff meetings. An ability to interact and speak in public settings, or with walk-in inquiries is preferred to maintain a quality service environment.

Additional Desirable Qualifications (If needed):

One year of applicable work experience.

Describe Needs/Flexibility of Work Schedule:

The Division of Facility and Technology Services will be flexible and work students around their academic schedules, but students are expected to be professional.

Supervisor of Student Worker:

Veronica Ashcroft, Business Coordinator

Supervisor Extension:

Ext. 4912