Federal Work-Study Position Available

Today’s Date __July 2011____

HIRING DEPARTMENT: ____Campus Center__________________________

DESIRED START DATE: __Fall 2011_______________________________

EMPLOYMENT HOURS: ___up to 20 hours a week__________________

JOB POSITION TITLE: __Switchboard Operator____________________

JOB DESCRIPTION & DUTIES:

Switchboard staff will be responsible for receiving incoming calls (internal or external), providing assistance to callers and troubleshooting caller's problems. They will 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. They will also assists callers in determining the proper office or person with whom they wish to talk and assist in toll calls where speed and accuracy are essential. They will also keep track of types of calls on a log sheet.

SUPERVISOR’S NAME: __Veronica Ashcroft________________________

SUPERVISOR’S CONTACT INFO: vashcroft@laverne.edu or (909) 593-3511 ext. 4912