

Switchboard Operator Tuskegee University

Direct Link: <https://www.AcademicKeys.com/r?job=149853>

Downloaded On: Mar. 3, 2021 3:16am

Posted Nov. 18, 2020, set to expire Mar. 20, 2021

Job Title	Switchboard Operator
Department	
Institution	Tuskegee University Tuskegee, Alabama
Date Posted	Nov. 18, 2020
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Information Technology Facilities/Maintenance/Transportation Administrative Support/Services
Apply Online Here	https://www.tuskegee.edu/discover-tu/human-resources/staff-positions/switchboard-operator

Apply By Email

Job Description

Special Qualifications

In keeping with the President's commitment to Tuskegee University demonstrating "Excellence in Every Way", the ideal Switchboard Operator will possess the willingness to use his or her expertise to assist in the university's efforts to be a sustainable academic organization committed to excellence.

Essential Job Duties and Responsibilities

Operate communication systems, such as telephone, switchboard, computer, or two-way radio
Answer incoming calls, greeting callers, providing information, transferring calls and/or taking messages as necessary.

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Perform directory assistance, providing callers with telephone numbers and offering to complete the call for them.

Route emergency calls appropriately

Record messages, suggesting rewording for clarity and conciseness

Respond to basic questions about University business units, Colleges, Schools, using reference files

Maintaining phone logs and reporting tools

May perform additional job duties as assigned

Required Skills

Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Speaking - Able to speak clearly and pleasantly to others in order to convey information effectively.

Service Orientation - Actively looking for ways to help people.

Social Perceptiveness - Being aware of others' reactions and understanding why they react as they do.

Reading Comprehension - Understanding written sentences and paragraphs in work related documents.

Qualifications

A high school diploma or equivalent required

Minimum 2-years of experience in a customer service role

Working knowledge of Windows computers, Microsoft Outlook Email and Calendar

Excellent written and oral communication skills

Salary

Commensurate with education, training, and experience

**The statements contained in this job announcement reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility. It should not be considered an all-inclusive listing of work requirements. **

APPLICATIONS will be accepted in the Office of Human Resources. Each applicant, including all current/existing employees, must complete and submit a Tuskegee University employment application, resume/CV, a list of (3) to (5) references (with detailed contact information) and copies of unofficial transcripts (official transcript(s) will be required upon hire). Applicants must meet the minimum qualifications and submit a completed application packet in order to be considered for the position. The University reserves the right not to fill the position in the event of budgetary or operational constraints.

Human Resources Department



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Attn: Employment/Recruitment

101 Kresge Center

Tuskegee University

Tuskegee, Alabama 36088

Email Address: employment@tuskegee.edu Fax: 334-724-4319

Equal Employment Opportunity Employer-Male/Female/Veteran/Disabled

Federal law requires identity and employment eligibility verifications on Form I-9 within three (3) business days of employment. Must be able to pass a drug screen and background check.

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact