

MVNU Student Employment Job Description

JOB TITLE: PT Summer Switchboard Operator

DEPARTMENT: Switchboard/IT

REPORTS TO: Jill Smith – Switchboard Coordinator

REQUIREMENTS:

- **Recommended Education/Training:** Completed 1 year of college education.
- **Experience/Background/Knowledge:** Experience with PC systems, Microsoft Office Applications. Knowledge of campus offices and their functions, locations, etc. Customer - service phone etiquette.
- **Skills:** Desire to offer polite, friendly, pleasant and helpful attitude for callers seeking university info. Dependability in following schedules and procedures. Ability to work with people in stressful situations. Customer-service oriented approach to problem solving. Ability to think quickly and be decisive. Effective verbal and written communication skills. Ability to speak clearly and professionally. Attentive listening skills. Attention to detail. Able to work independently as well as being a team player.
- **Attire on the Job:** University Dress Standard as listed in the Student Handbook
- **Expectations:** Provide a professional, organized, and efficient office environment. Exhibit a Christ-like attitude in all assigned duties. Offer reliable attendance and dedication to the job.
- **Special Requirements:** Reliable transportation if living off campus. A desire to learn new technology and applications. Ability to be discreet, honest and professionally handle confidential information.

DUTIES (include but not limited to):

- Answer multi-line phone system and transfer calls to appropriate person/office
- Navigate university website to find answers to caller questions
- Proficient use of Outlook and MS Word
- Support of university related issues
- Work with other MVNU technology departments
- Provide polite, professional and accurate customer-service
- Take detailed messages
- Other duties as assigned

NORMAL WORKING HOURS and DAYS: Hours for this position may vary, but may be required to work Monday thru Friday, 8:00 a.m. – 5:00 p.m. Approximately 10-20 hours per week.