



## Job Description

<b>Job Title:</b> Switchboard Assistant
<b>Reports To:</b> Information Technology, Donielle Williams

### Before you begin applying:

- Have an updated resume (you cannot complete application without this).

### Job Summary & Responsibilities:

- There are two shifts for this position: One morning and one afternoon, M-F.
- Answer the multi-line phone system; transfer calls to the appropriate person, department, or office.
- Communicate effectively with a variety of clients (students, employee, community).
- Learn the organizational structure of Casper College so that calls can be promptly routed to the appropriate area.
- Read, study and use resources available to the Switchboard Operator through websites, press releases, emails, phone books, maps, various directories, Google, catalogs, schedules and all other resources at your fingertips, including asking others.
- Have knowledge of the college campus, programs, services, and knowledge of the local community.
- Be reliable and work the time as scheduled.
- Work in a support role for the Desktop Support Team (DST). Assist with additional projects, general office or errands, as assigned.

### Minimum Qualifications:

- Degree-seeking student, enrolled in at least 6 credit hours at CC or a partnership institution
- Registered student with a GPA of 2.5 or above
- Strong communication skills - must be able to speak in a professional manner to a variety of clients
- Strong problem solving and technical computer skills
- Positive customer service-oriented attitude
- Collaborative team player

- Telephone handling techniques
- Product and service orientation
- Complaint handling skills
- Listening skills
- Stress management
- Recording and note taking skills

**Note to student applicants:**

- By submitting an application, you agree to the Student Employment Agreement (allow this to be linkable)

**Before you begin work:**

- Complete the online “Student Employment Training” in Moodle.
- Complete I9 & W4 in Human Resources (GW 402). Bring original documents with you (copies not accepted).