



DATE ISSUED: 10/10
FLSA: Non-Exempt
PTO: COVS

JOB DESCRIPTION

TITLE

University Console Operator

JOB SUMMARY

Provides support for Texas Woman's University as a front line operator for all incoming University telephone contact and directory inquiries. Professional first impressions are vital to the interest of all who are contacting Texas Woman's University through the services. Has the opportunity to generate further interest in the University's offerings through this first encounter. Creating a customer centric experience that is positive and inviting is an essential part of the job. Performance of complex duties associated with a specialized clerical function requiring the ability to exercise independent judgment and information processing is required. Independent judgment and tact in screening to determine user needs are a requirement when handling incoming calls. Work is performed under the supervision of the Manager of Telecommunications & Network Infrastructure and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Manager, Telecommunications & Network Infrastructure

Supervises: No supervisory responsibilities

PRIMARY DUTIES - May include, but not limited to the following:

Handles all incoming calls to Texas Woman's University.
Responds to customer requests for information and directory assistance routing individuals to administrative or departmental offices.
Exercises independent judgment in screening and routing calls.
Provides high level of personalized customer service.
Exhibits an excellent phone manner.
Familiar with all campuses' directory structures.
Utilizes Attendant Console application for directory services, call volume reporting, and monitoring.

Familiar with ACD functions for enhanced call management operations.
Familiar with the internet and basic search tools.
Uses computer extensively to access directory information records.
Performs technical clerical work involving the exercise of independent judgment.
May be required to work extended hours during peak University times.
Determines work priorities for console operations and staff coverage.
Trains clerical employees.
Performs specialized functions and completes special projects.
Initiates call service procedures or changes in call service procedures.

ADDITIONAL DUTIES

Performs other duties as requested.

EDUCATION

High school diploma or equivalent required. Some college course work preferred.

EXPERIENCE

One year of progressively responsible clerical, office related customer service, or PBX/Call Center experience.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

Display an excellent phone manner providing a high level of personalized customer service.
Knowledgeable of procedures and techniques necessary for the smooth operation of a customer centric call center service.
Ability to simultaneously handle a variety of tasks at different levels of complexity.
Technical knowledge in computing databases, word processing applications, spreadsheets, and communication technologies.
Knowledge of modern computing, networking, and communication systems.
Working knowledge of office practices and methods.
Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.
Ability to communicate effectively orally, by phone, in person, and in writing.

Ability to represent the department and University in a friendly, courteous, and professional manner.

Proficient in communication, both oral and written.

Committed to providing quality customer service.

Ability to use a personal computer and other office equipment.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; talk or hear. The employee must have the ability to occasionally lift and/or move up to 25 pounds. May be required to sit for long periods of time. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

WORK ENVIRONMENT

Employees are responsible for performing their duties in an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed primarily indoors in an office setting. The noise level in the work environment is low to moderate. Daily exposure to PCs and networks. Daily wearing of a headset for phone answering. May require long hours for peak University times.

SAFETY

Assists in the creation of a culture of safety and environmental protection by performing work safely in accordance with departmental safety procedures. Operates equipment safely and reports any unsafe work conditions or practice to supervisor.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____

Date: _____

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Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, sex, sexual orientation, or ethnic origin, age, veteran's status, or against qualified disabled persons.

All positions at Texas Woman's University are deemed security sensitive requiring background checks.