

## ANTELOPE VALLEY COMMUNITY COLLEGE DISTRICT

### CAMPUS TELEPHONE OPERATIONS ASSISTANT

Salary Range 9

#### **BASIC FUNCTION:**

Under the direction of the Executive Director of Institutional Advancement and Foundation, operates the District telephone switchboard; performs a variety of clerical functions in the performance of receptionist duties and provide information to students, staff and the public; performs other related duties as may be assigned.

#### **REPRESENTATIVE DUTIES:** *E = indicates essential duties of the position*

Answers, screens and routes incoming telephone calls to the college; take and transmit messages. (E)

Operates as an information counter providing information to employees, students and the general public as requested; distributes forms, flyers and other materials requested. (E)

Prepares and types materials for bulk mailings. (E)

Reads through a variety of papers (Valley Press, LA Times, Daily News, city papers) culling information and articles that are potentially pertinent to the college from a public relations viewpoint. (E)

Make telephone call for the Foundation office and for scholarship recipients. (E)

Provides training and guidance to student assistants and switchboard relief operators. (E)

Orders office supplies as requested.

Provides information pertaining to services of the department and the college, its procedures and regulations. (E)

Maintains a variety of logs, records and files related to assigned office; sort, classify and file materials in alpha, numeric or other established sequences. (E)

Distributes various forms and provide information and assistance to students, the public and staff in an accurate and timely manner. (E)

Perform a variety of duties including receptionist duties and answer telephones; taking and relaying messages; greeting students and the public and providing routine information; directs inquiries to the appropriate person or office; makes telephone calls to request, provide or verify information as directed. (E)

Operates a variety of office equipment, such as typewriter, calculator and copy machine; operates computer equipment to enter and retrieves data, maintain records and generates reports. (E)

Maintains supplies and materials inventory of assigned area as required; orders, receives and distributes materials, equipment and supplies as directed. (E)

Assures the timely duplication and distribution of a variety of records, reports and other materials as directed. (E)

Performs variety of clerical work such as posting records, making arithmetic computations and securing information from clearly indicated sources, entering and retrieving data from computer following established formats; schedules and attends meetings. (E)

Types and performs other clerical duties for the assigned supervisor, and other staff members as directed. (E)

Schedules appointments and meetings; maintains various schedules and calendars; coordinates variety of event activities including scheduling, logistics, invitations, RSPV's, follow up, and requesting equipment. (E)

Sorts and distributes incoming U.S. and District mail and Fed-Ex; prepares and mails departmental mailings, including meetings packets, and invitations. (E)

May provide work direction to student and hourly workers, and volunteers if assigned.

Performs other related duties as may be assigned.

**EDUCATION AND EXPERIENCE:** Any combination equivalent to: graduation from high school and one year of general clerical experience including switchboard experience or training.

**KNOWLEDGE OF:**

Telephone procedures, techniques and etiquette.

Operation of a telephone switchboard.

Modern office practices, procedures and equipment.

Record-keeping techniques.

Correct English usage, grammar, spelling, punctuation and vocabulary.

Interpersonal skills using tact, patience and courtesy.

Perform a variety of clerical duties involving typing, filing and maintaining records or reports in support of a special program or District function.

Learn and apply laws, rules, regulations involved in assigned clerical activities.

Add, subtract, multiply and divide quickly and accurately.

Understand and follow oral and written directions.

Operate a variety of office equipment including computer, calculator, copier and typewriter.

Operate a computer terminal to enter data, maintain records and generate reports.

Meet schedules and time lines.

Maintain records and prepare reports.

Answer telephones and greet the public courteously.

Communicate effectively both orally and in writing.

Work cooperatively with others.

Work evenings and weekends upon request.

Work independently and follow through on assignments with minimal direction.

Apply discretion in dealing with confidential matters.

Collect and relay information accurately and with diplomacy.

**ABILITY TO:**

Operate the telephone console and related equipment.

Learn District employee locations and extensions, organization and operations.

Provide assistance and information to the public both in person and on the telephone.

Type at an acceptable rate of speed.

Understand and follow oral and written directions.

Work independently with little direction.

Establish and maintain cooperative and effective working relationships with others.

Maintain records and logs.

Communicate effectively with staff, students and the general public.

**WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:** Not applicable – no permanent full-time staff to supervise.

**CONTACTS:** Co-workers, other departmental staff, student, and the general public.

**PHYSICAL EFFORT:**

Requires the ability to exert some physical effort, such as walking, standing and light lifting

Dexterity in the use of fingers, limbs and body in the operation of office equipment.

Tasks require extended periods of sitting and keyboard functions.

**WORKING CONDITIONS:**

Normal office environment.