iTAC Receptionist / Switchboard Operator Position

Hiring for Fall Semester 2017 – training to begin July 31, 2017.
Please contact the iTAC Reception Desk for further information: 785-532-4918

Hourly Salary: $8.00
Hours per Week: 10-30
Job Work Schedule: Work hours are flexible within office hours, 7:45 a.m. - 6:00 p.m., Monday through Friday, dependent on the needs of the department and student’s class schedule.

Definition of work
This position serves as the office receptionist for the department and is the first point of contact with customers, whether in person or by phone, on a daily basis. Provides administrative and clerical support, multimedia IT equipment reservations, maintenance and inventory responsibilities, directing customers and incoming calls for the main iTAC office phone to the appropriate individuals. The switchboard operator is responsible for answering incoming phone calls to the university’s directory assistance 532-6011 and facilitates communications and provides assistance to the callers by transferring phone calls to the requested individual in an efficient and courteous manner. Also, provide accurate general information in response to public or official inquiries, as appropriate or direct calls to appropriate areas. This position is responsible for inspecting and verifying any missing equipment, clean and charge incoming checkout equipment and report any problems.

Job Responsibilities
- Responsible for opening and closing procedures at the front desk and switchboard, as appropriate.
- Promote a professional and welcoming atmosphere via answering multi-line telephones (within 3 rings) or when receiving customers at the front desk. Transfer calls, as needed.
- Provide impeccable customer service and public service to all customers.
- Escalate incoming service problems to the proper support personnel in a timely manner.
- Recognize and maintain confidential personnel files that may be available in the office.
- Responsible for processing reservations and maintenance for multimedia IT equipment.
- Responsible for departmental administrative and clerical support.
- Responsible for calendar scheduling and appointments, as requested. Send appropriate emails, as required.
- Responsible for the daily distribution of federal and campus mail. Collect, sort and mail outgoing mail.
- Act as a resource person for departmental staff regarding office supplies and properly maintain an adequate inventory by determining needs of department staff.
- Organize and prioritize copying workload to meet deadlines.
- Perform recycling duties, as needed.
- Perform preventative maintenance on equipment, as requested.
- Maintain IT equipment inventory, as required.
- Maintain and update documentation, as required or requested.

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• Maintain a clean working environment as front desk, switchboard and equipment storage areas.
• Report equipment, maintenance or security problems to supervisor, as appropriate.
• Participate in staff meetings, as required.
• Understands the importance of confidentiality and following FERPA guidelines
• Perform various other related miscellaneous duties, as required or requested.

**Required Knowledge, Abilities and Skills**

• Available and willing to work a flexible work schedule to include 10-30 hours per week, as well as school recesses, holidays, and summer months, as needed.
• A high level of reliability, dependability and punctuality is expected.
• A motivated, self-starter that can proceed with on-going tasks and responsibilities without continuous, immediate supervision once fully trained.
• Excellent listening and questioning skills.
• Excellent interpersonal skills.
• Able to interact and provide impeccable and friendly customer service to everyone.
• Able to work in a team oriented environment as well as work independently.
• Able to think and act quickly and logically under pressure while remaining calm and polite.
• Able to communicate effectively, both orally and in writing. Ability to maintain confidentiality
• Able to establish and maintain effective working relationships with supervisors and other staff.
• Be eager to learn and help customers and other staff while keeping a positive, professional attitude and outlook.
• Strong organizational skills and ability to prioritize work.
• Experience with telephones and reasonable computer knowledge.
• Experience with Microsoft Office suite and other office management applications.
• Physically capable of transporting cartons of supplies weighing 60 pounds.
• Must be enrolled and maintain enrollment in at least six resident semester credit hours at KSU while employed during the fall or spring semesters or enrolled in one hour during the summer semester, if not enrolled for at least one resident credit hour the spring semester.

**Preferred Knowledge, Abilities and Skills**

• Familiarity with campus environment.
• Prior experience working in an office environment.
• Experience working with multimedia equipment such as digital still cameras, digital camcorders, projectors, laptops, sound systems, audio recorders, webcams and accessories