

TELEPHONE OPERATOR 1
(Part Time)

Pay Grade: 3/\$12.06

Job Opening Number: L-61174

Posted: Monday, July 21, 2008

Posting Deadline: 1:00 pm, Friday, August 1, 2008

Work Schedule: Part time, evening, academic year position. Days/hours: Monday through Thursday, 5 p.m. to 10 p.m.

Position Summary:

Works under the supervision of the Telephone Operator 2 with the working title of *Telephone Operator 1*; serves as the evening college telephone operator and public relations contact; provides clerical support to College Relations and other administrative units, as requested.

Essential Duties, Tasks and Responsibilities:

- Operates the main telephone console; directs incoming telephone calls; provides directory assistance; gives information and answers questions for incoming calls; notifies faculty and staff of messages.
- Reads newspapers daily to clip any articles, ads, or information regarding BGSU Firelands or BGSU; assists in maintaining clippings and competitors' ads books.
- Assists in maintaining logbook and/or calendar of events and activities and their locations taking place on the BGSU Firelands campus.
- Pages maintenance and security to handle evening needs and potential security issues.
- Assists in updating Desk File as a quick reference for credit and non-credit class schedules, employee home phone numbers, emergency phone numbers, campus extensions, emergency procedures, opening and closing procedures, bookstore information, e-mail addresses, severe weather policies, current office hours, academic calendars, contact persons for various academic programs, final exam schedules, theatre and art gallery schedules and other information as requested.

Miscellaneous Tasks:

- Reads newspapers daily to clip any articles, ads, or information regarding BGSU Firelands or BGSU; assists in maintaining clippings and competitors' ads books.
- Operates the facsimile machine for faculty, staff, and students; notifies departments and individuals on the status of their facsimiles.
- Assists faculty, staff, students and callers in contacting the main campus.
- Sells blue examination books when the bookstore is closed and handles transactions scheduled to be picked up by students after the bookstore closes.
- Provides individuals with employment applications; provides information to prospective applicants.

The list of essential duties, tasks and responsibilities is not all inclusive; individual will perform other related duties as assigned.

Knowledge, Skills and Abilities:

- Knowledge of (1) electronic telephone system console operation and maintenance; (2) general office practices and procedures; (3) word processing, spreadsheet, and database applications; (4) strong public relations skills; (5) multiple task management.
- Skill in (1) operating two-way radio; (2) facsimile machine; (3) copying machine; (4) computer.
- Ability to (1) assess an emergency situation and act within existing guidelines; (2) exercise independent judgment; (3) Complete assigned tasks with minimum supervision.

Major Worker Characteristics:

Knowledge of office practices & procedures skill in operating switchboard & telephone equipment; ability to deal with problems, involving few variables with familiar context, answer routine telephone inquiries from public; maintain accurate records; checking pairs of items that are similar or dissimilar; recognize unusual or threatening conditions and take appropriate action; skill in operating paging system, two-way radio.

Minimum Class Requirements:

Ability to calculate fractions, decimals, and percentages and to read and write common vocabulary.

Preferred Requirement:

Ability to deal with people.

To Apply:

An employment application must be completed and turned in prior to the deadline date to the Office of the Dean, One University Drive, Huron, OH 44839. Application is available at www.bgsu.edu/offices/ohr or in the Switchboard/Receptionist Office at BGSU Firelands. BGSU is an AA/EO educator/employer. Internal applicants must sign an *Employee Request to Transfer* form and attach an updated resume or data sheet prior to the deadline day and time.

Selection Criteria:

Employees: Interview with department; evaluation of experience, training, and education; supervisory evaluation of past work experience.

Public applicants: Pre-screening of employment application for minimum state qualifications. Department will determine who will be interviewed through evaluation of experience, training and education. Ohio law (OCR 2909.34) requires that if an applicant is selected for an on-campus interview, he/she will be required to complete a Declaration Regarding Material Assistance/ Non-assistance to a Terrorist Organization (DMA) form. Information on this form will be provided by the hiring department and must be completed PRIOR to an interview. Applicants will find a link to the DMA form as well as additional information at www.homelandsecurity.ohio.gov/dma.asp or on the Office of Human Resources web site at www.bgsu.edu/offices/ohr/employment/.

www.firelands.bgsu.edu