State College of Florida, Manatee-Sarasota
Job Description

Job Title: Telephone Operator
Reports to: Supervisor, Computer Operations
FLSA Status: Non-Exempt
Level: 111
Position Class: C9909

Job Summary:
Operates switchboard to relay incoming, outgoing, and interoffice calls by performing the following duties.

NOTE: Job descriptions and essential functions are subject to change due to advances in technology, utilization of work force, and other factors which may impact the College’s need to modify position requirements.

Essential Duties and Responsibilities:
The following listing of essential job duties indicates the general nature and level of work required in this job. This is not designed to be a comprehensive listing of all the activities, duties, or responsibilities that may be required in this job. Individuals assigned to this job may be asked to perform other duties as required. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities of the job.

Applicants may be asked to demonstrate any or all of the following duties:

1. Answers, screens, and routes outside calls. Places and receives emergency calls.

2. Supplies information to callers and records messages.

3. Performs clerical duties including accessing and updating phone directory and providing clipping services for College newspaper articles.

4. Operates some computer equipment, including scanner.

5. Cleans delicate and intricate computer equipment.

Job Qualifications:
The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**
  High school diploma or general education degree (GED) and one to three months of related experience and/or training; or equivalent combination of education and experience.

- **Supervisory Experience:**
  This job has no supervisory responsibilities.
• **Language Ability:**
  Ability to read and understand basic instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

• **Math Ability:**
  Ability to add and subtract two digit numbers and to multiply and divide by 10 and 100. Ability to use basic units of American money and weight, volume, and distance.

• **Reasoning Ability:**
  Ability to apply common sense understanding to carry out detailed written or oral instructions. Ability to deal with problems involving a few changes in common situations.

• **Computer Skills**
  To perform this job successfully, an individual should have basic knowledge of word processing, email, and Internet software. Individual must also be able to be trained in utilizing Scanner Tech.

• **Certificates and Licenses**
  No certifications needed.

**Responsibility for People and Property:**
This position has no responsibility for people or property.

**Responsibility for Communication:**

• **Internal Contacts**
  This position has routine contact with all levels of college staff.

• **External Contacts**
  This position has routine contact with the general public.

**Work Environment:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**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 regularly required to sit, use manual dexterity, reach with hands and arms, and talk or hear. Specific vision abilities required by this job include close vision, peripheral vision, color vision, depth perception and ability to adjust focus.
**General Performance Standards and Expectations:**

In addition to satisfactory performance on all of the essential job duties and responsibilities for this job, all State College of Florida, Manatee-Sarasota employees must fulfill the following basic performance expectations:

1. **Mission and goals:** Each State College of Florida, Manatee-Sarasota employee is expected to know the College’s mission and goals.

2. **Customer Service:** All State College of Florida, Manatee-Sarasota employees will strive to provide outstanding customer service to everyone they serve including students, the community, and fellow employees.

3. **Grooming and Appearance:** State College of Florida, Manatee-Sarasota employees are expected to maintain a neat and professional image at all times. When issued, College personnel must wear uniforms, and maintain a neat, clean, and well-groomed appearance.

4. **Safety Awareness:** State College of Florida, Manatee-Sarasota employees are expected to work diligently to maintain safe and healthful working conditions, and to adhere to proper operating practices and procedures designed to prevent injuries. Employees are required to wear personal protective equipment as provided.

5. **Attendance Standards:** State College of Florida, Manatee-Sarasota employees are expected to attend their work assignments and schedules at all times, in accordance with College Rules and Procedures.

6. **Training:** State College of Florida, Manatee-Sarasota employees are expected to attend College-provided training sessions and meetings when deemed necessary.

7. **Continuous Improvement:** State College of Florida, Manatee-Sarasota employees are expected to give attention to continuous assessment and improvement of the position’s assigned set of duties and responsibilities.

**Approvals:**

This job description has been reviewed and approved by the leaders whose signatures appear below.

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<tr>
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