**Department of Human Resources**

**OPSEU Job Description**

**Job Title:** Switchboard Operator/Equipment Circulation

**Job Number:** C-059

**NOC:** 1414

**Band:** 4

**Department:** Information Technology

**Supervisor Title:** Manager, Network and Security

**Last Reviewed:** February 24, 2009

**Job Purpose**

Reporting to the Manager, Network and Security, the incumbent operates with minimal supervision and is responsible for a broad range of duties.

**Key Activities**

1. Operates the University switchboard, greets callers, screens and directs calls to the appropriate person or department.
2. Provides external callers with information such as University address, directions to the campus, fax numbers, website, and other related information.
3. Maintains the call detail recording system, and all internal cost recovery accounting for cellular telephones, long distance, conferencing and related services. Provides summary and detail reports as required to accurately track telecommunications expenses and cost recovery.
4. Develops, manages and maintains paper and electronic filing systems, determines file retention, and archives data on a regular basis ensuring the maintenance of network and telecom records.
5. Maintains and controls copies of client and telecom-related contracts and records pertaining to payments, credits, and account structure and account status.
6. Maintains the University’s electronic telephone directory and records of telephone number assignment.
7. Receives and uses discretion in handling confidential, personal, and proprietary information using sound judgment to remain in compliance with all university policies and privacy legislation applicable to the situation.
8. Daily Web Checkout Equipment, Inventory and Coordinate.
9. Daily Mail sorting and Package handling
10. Ordering Supplies.
11. Contractor Keys, pegs, long distance Code activate and delete.

**Education**

Grade 12 Diploma required; College/Technical School would be an asset.

**Experience Required**

Two years of directly-related office experience or equivalent required.

**Communication**

Internal:

* Email and phone conversation
* Web Checkout override reservations

**Motor/ Sensory Skills**

* Increased mental and physical requirement.
* Multi-tasking –Microsoft word and Microsoft excel

**Effort**

Mental:

* Sorting requires sustained sensory effort for 1-2 hours at a time.
* Busy switchboard times.
* Managing multiple priorities.

**Working Conditions**

Physical:

* Required to lift and distribute items up to 45 lbs.

Psychological:

* Stress due to responsibility for decisions around quality control and dealing with rushed, angry, frustrated, staff, faculty and students.