



**TEXAS WOMAN'S**  
UNIVERSITY™

**DATE ISSUED:** 10/10  
**FLSA:** Non-Exempt  
**PTO:** COVS

## ***JOB DESCRIPTION***

### ***TITLE***

University Console Operator

### ***JOB SUMMARY***

Provides support for Texas Woman's University as a front line operator for all incoming University telephone contact and directory inquiries. Professional first impressions are vital to the interest of all who are contacting Texas Woman's University through the services. Has the opportunity to generate further interest in the University's offerings through this first encounter. Creating a customer centric experience that is positive and inviting is an essential part of the job. Performance of complex duties associated with a specialized clerical function requiring the ability to exercise independent judgment and information processing is required. Independent judgment and tact in screening to determine user needs are a requirement when handling incoming calls. Work is performed under the supervision of the Manager of Telecommunications & Network Infrastructure and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

### ***ORGANIZATIONAL RELATIONSHIPS***

*Reports to:* Manager, Telecommunications & Network Infrastructure

*Supervises:* No supervisory responsibilities

### ***ESSENTIAL DUTIES - May include, but not limited to the following:***

- Handles all incoming calls to Texas Woman's University.
- Responds to customer requests for information and directory assistance routing individuals to administrative or departmental offices.
- Exercises independent judgment in screening and routing calls.
- Provides high level of personalized customer service.
- Exhibits an excellent phone manner.
- Familiar with all campuses' directory structures.
- Utilizes Attendant Console application for directory services, call volume reporting, and monitoring.

- Familiar with ACD functions for enhanced call management operations.
- Familiar with the internet and basic search tools.
- Uses computer extensively to access directory information records.
- Performs technical clerical work involving the exercise of independent judgment.
- May be required to work extended hours during peak University times.
- Determines work priorities for console operations and staff coverage.
- Trains clerical employees.
- Performs specialized functions and completes special projects.
- Initiates call service procedures or changes in call service procedures.

### **ADDITIONAL DUTIES**

- Performs other duties as requested.

### **EDUCATION**

High school diploma or equivalent required. Some college course work preferred.

### **EXPERIENCE**

One year of progressively responsible clerical, office related customer service, or PBX/Call Center experience.

### **REQUIREMENT**

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

### **KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:**

- Display an excellent phone manner providing a high level of personalized customer service.
- Knowledgeable of procedures and techniques necessary for the smooth operation of a customer centric call center service.
- Ability to simultaneously handle a variety of tasks at different levels of complexity.
- Technical knowledge in computing databases, word processing applications, spreadsheets, and communication technologies.
- Knowledge of modern computing, networking, and communication systems.
- Working knowledge of office practices and methods.
- Ability to establish and maintain effective work relationships with students, faculty, staff, and the public.

- Ability to communicate effectively orally, by phone, in person, and in writing.
- Ability to represent the department and University in a friendly, courteous, and professional manner.
- Proficient in communication, both oral and written.
- Committed to providing quality customer service.
- Ability to use a personal computer and other office equipment, including university software and email.

### **PHYSICAL DEMANDS**

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

May require long hours for peak University times. The employee may be required to travel.

### **WORK ENVIRONMENT**

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is normally performed in a typical interior work environment. Daily exposure to PCs and networks. Daily wearing of a headset for phone answering.

### **SAFETY**

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

*The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee Printed Name:** \_\_\_\_\_

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***Texas Woman's University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.***

***Texas Woman's University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran's status, or against qualified disabled persons.***

***All positions at Texas Woman's University are deemed security sensitive requiring background checks.***