

TELECOMMUNICATIONS SYSTEMS ASSISTANT

DEFINITION

Under general supervision, acts as receptionist for the District Office; operates a private automated telephone system; provides factual information to the public both in person and over the telephone; coordinates additions, deletions and changes in the telephone system; coordinates necessary repairs with the contracting vendor; performs a variety of general clerical duties including word processing and data entry; and performs related work as assigned.

CLASS CHARACTERISTICS

This class provides centralized receptionist services for the District Administrative Office, and in addition, coordinates all telephone service modifications for District facilities. Successful performance of the work requires skill in effectively dealing with the public, in person and over the telephone, occasionally situations may be difficult or strained. This class is distinguished from the general office support classes by the degree of public contact and the technical knowledge of the District telephone system.

EXAMPLES OF DUTIES

Operates a multi-line telephone system receives incoming calls and forwards them to the proper person or office; takes and transmits messages or connects callers to voice mail.
Provides factual information to callers and visitors that may require some interpretation of District policies and procedures.
Takes requests for new or revised telephone or fax services and arranges for vendor services.
Troubleshoots problems with telephone and fax service and voice mail; provides standard in-house suggestions for corrections and calls vendor service where appropriate.
Prioritizes work orders for various service vendors; responds to questions regarding feasibility of service requests; schedules the appropriate telecommunications system vendor for work to be performed.
Sorts vendor invoices; verifies, codes and forwards for payment.
Monitors telecommunications system technological changes and disseminates information to interested parties.
Maintains current telecommunications system records.
Performs clerical work such as composing correspondence, word processing, filing and data input.
Maintains a variety of records both on-line and in hard copy formats.

QUALIFICATIONS

Knowledge of:

Operation and basic troubleshooting of a multi-line telephone system.
Techniques for communicating effectively with the public and District staff, in person and over the telephone.
Standard office practices and procedures, including filing and the use of standard office equipment and a computer.
Computer applications related to the work, including word processing and basic spreadsheet applications.
Record keeping and filing principles and practices.
Business arithmetic.

Skill in:

Learning Fremont Unified School District departments and their responsibilities.
Operating and performing basic troubleshooting of a multi-line telephone system.
Using computers and related software applications, including word processing and basic spreadsheet applications.
Using general office equipment such as telephones, copiers and fax machines.
Performing clerical work of moderate difficulty without close supervision.
Accurately maintain a variety of records both on-line and in hard copy formats.
Understanding and carrying out oral and written directions.
Maintaining a courteous, patient, friendly and helpful attitude when dealing with people from a variety of different backgrounds and cultures, occasionally in difficult or strained situations.
Applying customer service techniques, speaking clearly and using a pleasing and gracious telephone manner.
Establishing and maintaining cooperative working relationships with those contacted in the course of work.

Education:

Equivalent to graduation from high school.

Experience:

Two years of experience in providing information to the public, in person and over the telephone. Experience with a multi-line telephone system and some general office support experience is desirable.

Physical Demands:

Must possess mobility to work in a standard office setting, and use standard office equipment, including a telephone system and a computer; stamina to maintain attention to detail despite frequent interruptions; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone.

N: 05/74

R: 02/78

R: 12/79

R: 11/85

R: 8/95

R: 02/03