



# NORTHEAST TEXAS COMMUNITY COLLEGE



## Student Services Support/PBX Operator

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**Department:** Enrollment Management

**FLSA Status:** Non-exempt

**Grade/Level:** Classified IV

**Work Schedule:**

Monday - Thursday 8AM - 6PM

Friday 8AM - 12PM

Or as assigned by the supervisor

**Job Status:** Full Time

**Reports To:** Student Services Coordinator

**Amount of Travel Required:** None

**Positions Supervised:** None

**Contract Length:** 12 months

**PURPOSE:** Assist students, faculty, and staff with questions related to Student Services; answer incoming telephone calls, perform data entry, process high school and college transcripts, enter test scores and various other tasks in support Student Services.

### MAJOR RESPONSIBILITIES:

- Perform data entry of admissions applications into the Student Master File.
- Conduct follow-up with students to assure that admissions documentation is complete.
- Process high school & college transcripts.
- Prepare and mail materials to current and prospective students.
- Prepare, scan and index documents into Docubase.
- Maintain well organized files within Docubase.
- Process student requests for address changes and name changes.
- Perform “clean-up” of data entry and “not found” transcript files.
- Assist students, faculty, and staff on Student Services matters.
- Answer incoming telephone calls from the PBX and direct them to the appropriate departments or individuals.
- Train and supervise student operators for the switchboard.
- Assist in setting up the call center and training workers for peak times.
- Process purchase orders and make travel arrangements for Student Services staff
- Perform other duties as assigned.

### Competency Statement(s)

- Communication - Ability to communicate verbally and in writing clearly and concisely.
- Customer Oriented - Ability to take care of the customers' needs while following company procedures.
- Detail Oriented - Ability to pay attention to the minute details of a project or task.
- Enthusiastic - Ability to bring energy to the performance of a task.
- Friendly - Ability to exhibit a cheerful demeanor toward others.
- Initiative - Ability to make decisions or take actions to solve a problem or reach a goal.
- Interpersonal - Ability to get along well with a variety of personalities and individuals.

- Reliability - The trait of being dependable and trustworthy.
- Technical Aptitude - Ability to comprehend complex technical topics and specialized information.

**QUALIFICATIONS:**

**Education:** High school diploma/GED required; some college preferred.

**Experience:** Minimum of two (2) years in a secretarial or clerical position.

**Knowledge Required:** Office management methods, and procedures; good interpersonal skills for dealing effectively and cooperatively with staff and public; basic math and budget procedures; understanding of English grammar and usage, business letter writing, spelling, punctuation, and vocabulary; telephone etiquette.

**Skills Required:** Office skills, work independently; organize work load; type 50 words per minute accurately; follow oral and written directions; exercise sound judgment; maintain office records; compose letters; learn LRC and college policies and procedures; work well under stress; operate basic office machines (copier, fax); comfortable with technology; adaptable to change; working knowledge of at least one major word processing, spreadsheet, and database program (Microsoft Office applications strongly preferred); experience using Internet.

**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 very quiet.

**Physical and Mental Requirements:** Ability to maintain concentration level while dealing with interruptions. Attention to details, with emphasis on accuracy in data entry; Capable of giving, receiving, and analyzing information, formulating work plans, and articulating goals and action plans. Walking; standing; good listening skills; frequent stressful conditions; sitting for long periods of time; lack of mental impairment; frequent decision making ability. This is an inside office position with minimal safety/health hazard potential.

**SIGNATURES:**

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Student Services Support/PBX Operator

\_\_\_\_\_  
Date

\_\_\_\_\_  
Dean of Enrollment Management

\_\_\_\_\_  
Date

\_\_\_\_\_  
Vice President Student & Outreach Services

\_\_\_\_\_  
Date

\_\_\_\_\_  
President

\_\_\_\_\_  
Date

Job Description Developed: 2000  
Revised: May 2013  
Judy Traylor, Kim Lawrence