

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Information Support/Operator

BASIC FUNCTION: Under the supervision of the area Manager, provides a variety of wide-ranging assistance to persons regarding information on programs, procedures, and services of the District; serves as initial contact in case of emergency.

PROVIDES WORK OR LEAD DIRECTION TO: Short-Term employee(s) and/or Work Study student(s).

REPRESENTATIVE DUTIES:

1. Operates multiple-line PBX telephone system for three-campus District and serves as the initial information source for District callers.
2. Provides information and numbers as required and routing callers to the appropriate person or department.
3. Routes emergency calls and instructions as necessary; receives and responds accordingly to incoming telephone threats.
4. Maintains staff directory for switchboard use to update office and individual phone extensions using database software; maintains awareness of alternate or message extension numbers.
5. Gathers information concerning campus events from a variety of sources to disseminate information to the public as required.
6. Maintains current listings of office hours, staff availability schedules, and campus events calendar.
7. Operates computer and required software to produce directories, information sheets, and reports.
8. Provides work direction to student assistants, hourly workers, and other relief personnel.
9. Places and maintains records of outgoing long distance and international telephone calls.
10. Maintains cost accounting records for areas within the department and prepares monthly statistic reports.
11. Participates in District-provided in-service training programs.
12. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
13. Performs other duties, related to the position, as assigned.

EDUCATION: Graduation from high school or GED equivalent is required.

EXPERIENCE: One year of generally related experience in the operation of an electronic switchboard or completion of recognized training in the operation of a state-of-the-art telephone system is required.

LICENSES/CERTIFICATIONS: None.

KNOWLEDGE OF: Modern office practices, software, and technology.

ABILITY TO: Apply oral communication skillfully and understand proper telephone etiquette; possess interpersonal skills including tact, patience, and courtesy; provide clerical support work, including the operation of a variety of office machines and equipment; efficiently utilize current spreadsheet and/or database software.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

CONTACTS: Co-workers, other departmental staff, students, parents, other school districts, and the general public.

PHYSICAL EFFORT: Requires the ability to exert some physical effort, such as walking, standing and sitting; dexterity in the use of fingers, limbs and body in the operation of office equipment. Tasks require extended periods of time at PBX switchboard.

WORKING CONDITIONS: Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951)222-8039.