Position: SWITCHBOARD OPERATOR

Salary: $2,052/month

Closing Date: July 2, 2013

Beginning Date: Approximately August, 2013

MINIMUM QUALIFICATIONS

Required:

- Graduation from high school or the equivalent from an acceptable accredited institution.
- Six months of experience in the operation of a busy private automatic branch exchange switchboard and/or as a receptionist.
- Sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students

Preferred:

- Bilingual Spanish and/or Hmong

General Description:

Under general supervision, to operate a central private automatic branch exchange switchboard; to provide general information to the public; and to do related work as required.

Essential Functions:

- Operates a private automatic branch exchange switchboard in receiving and placing telephone calls
- Greets and directs callers; gives routine information in response to inquiries;
- Makes station connections
- Takes and transmits messages
- Places and keeps daily record of long distance calls
- Handles transaction of money
- Relays emergency calls to appropriate personnel
- May perform assigned clerical tasks such as assembling and distributing materials when not engaged in switchboard operations
- Assist with student orientations and Welcome Center programs

Knowledge of:

- Operation of a private automatic branch exchange switchboard
Ability to:
- Understand instructions and questions
- Provide information in an understandable manner
- Speak clearly and distinctly
- Deal tactfully and courteously with the public
- Work cooperatively with others

How to Apply: All applicants must provide the following items by the closing date in order to be considered for this recruitment. If materials are emailed or faxed in order to meet the deadline, it is the responsibility of the candidate to send originals immediately. Email to: HR@mccd.edu, Fax 209-384-6103

1. Completed District application forms available from Merced College Office of Human Resources or online (http://www.mccd.edu/hr/vacancy/htm)
2. Letter of interest addressing your qualifications for the position
3. Resume

It is the applicant’s responsibility to ensure that all required materials are in the Human Resources Office on the filing deadline. Incomplete application packets will not be considered.

All materials submitted in your application file become District property and will not be returned to you. Please mail to:

Cathy Harris, Office of Human Resources, Merced College, 3600 M Street, Merced, CA 95348-2898

Individuals with disabilities may request any needed accommodation to participate in the application process. Please submit your request with your application to the Human Resources Office.

Interview Information: Those applicants deemed most qualified for the position will be invited to appear for oral interviews before a screening committee. Finalist interviews with district administrators may follow. A limited number of candidates will be invited to interviews. Expenses for travel and accommodations will be the responsibility of the candidates.

Employee Benefits: The District pays (with small contribution from employee) health, prescription, vision and dental insurance premiums for the employee and dependents. Life and income protection insurance premiums are provided for the employee only, as well as paid vacation, sick leave and holidays.

Condition of Employment: The selected candidate must be fingerprinted and tested for tuberculosis at his/her own expense prior to the start of employment. In compliance with the Immigration Reform Act of 1986, all new employees are required to verify their identity and the right to work in the United States. An applicant must be able to perform essential functions of the position with or without reasonable accommodations. Classified members, as a condition of employment, must become members of California School Employees Association or pay a representation fee in an equal amount to a charity agreeable to CSEA. All offers of employment are subject to approval by the Board of Trustees.

6/17/13 ch