

**TREASURE VALLEY**  
**COMMUNITY COLLEGE**

JOB TITLE: Switchboard Operator Assistant

SUPERVISOR: Switchboard Lead -- Martha Brown/Sage Mwiinga [smwiing@tvcc.cc](mailto:smwiing@tvcc.cc)

DEPARTMENT: Student Services

HOURS PER WEEK: 10 Hours

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JOB DUTIES:

- Answer phones, route all calls correctly and efficiently, distribute messages and perform directory assistance function for the TVCC Ontario Campus.
- Act as campus receptionist and first point of contact for all inquiries relating to the College.
- Assist students, staff, and the public by providing general information regarding college activities and campus locations.
- Understand how the phone system works.
- Perform simple open and/or closing tasks for switchboard office and break room.
- Retrieve elevator or operate chair lift as necessary.

REQUIRED SKILLS & ABILITIES:

- Have a broad knowledge of events, classes, and functions at the college.
- Use of general principles and techniques of secretarial practices, including phone etiquette, word processing, data input, typing, 10-key calculator skills.
- Basic computer skills.
- Good oral and written communication skills.
- Accurately follow verbal and written instructions.
- Self-motivated and quick learner.
- Able to multi-task in a high traffic/busy environment.
- Must be able to deal tactfully with the public both in person and via telephone.

DESIRED SKILLS:

- Basic knowledge of office equipment--computer, fax, phone, copier, scanner, and printer.
- Experience or training as a receptionist or in customer service.