University of Edinburgh

Job Description

1. Job Details

Job title: Switchboard Operator

School/Support Department: IT & Communications Accommodation Services

Unit (if applicable):

Line manager: Communications Supervisor

2. Job Purpose

To provide a telephone service for administration staff and students within Accommodations Services, and ensure that business centre requests are processed. To report any minor telephony faults to BT or ResNet when necessary and ensure fault is cleared.

3. Main Responsibilities

1. Answering all incoming calls to the main AS switchboard and ensure callers are connected to the correct extension, ensure all emergency calls are handled professionally and passed onto the relevant emergency service or security section and answer all enquiries correctly and politely, so callers are greeted calmly and efficiently.

2. Reporting any faults to BT or PFML as and when required so that all faults are repaired within a certain time scale and information is available for communications supervisor. In House fault repairing, ensuring that all student and administrative telephone faults are repaired and recorded. Adding/Deleting 2000 student voicemails from the Call Pilot Voicemail system at the end of and the beginning of each term, so a voicemail service can be delivered to rooms.

3. Processing staff requests (e.g mobile phone top ups or issuing replacement phones) banking small sums of cash during vacation. Providing guests with relevant information so that the end result is total customer and staff satisfaction.

4. Advising and reassuring students on the lead up to CUW so students and parents are confident with the advice and information...
they receive

5. Preparing and updating Internal Staff Directory on Intranet so AS staff always have an updated list.

4. Planning and Organising
React daily to all telephone enquiries – and answer queries or transfer calls accordingly.

5. Problem Solving
Ensuring that all in-house telephony faults are investigated before escalating to Communications Supervisor.

6. Decision Making
Make decisions on straight forward faults, more complex issues are referred to the Communications Supervisor.

7. Key Contacts/Relationships
Interacting and communicating with 80% of AS staff and other Internal University staff.
Liaising with all external customers e.g. Students, Commercial Customers. BT and other traders.

8. Knowledge, Skills and Experience Needed for the Job
At least 2 years Meridian or similar switchboard experience. Customer Care skills and a sound knowledge of Excel spreadsheets is essential.

9. Dimensions
There are 5000 extensions on the AS Meridian switchboard, and a number of telephony software packages are used.

10. Job Context and any other relevant information
Delivering a telephone service to AS staff, students and conference guests