University of Edinburgh

Job Description

1. Job Details

Job title: Telecomms Assistant
School/Support Department: Support Services
Unit: IT and Communications
Line manager: Communications Supervisor

2. Job Purpose

To provide a telephone service for administration staff and students within Accommodation 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. To deliver accurate billing procedures to the Communications Supervisor and assist with telephone system moves and changes.

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.

   Approx. % of time
   65%

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 reporting, ensuring that all student and administrative telephone faults are repaired and recorded

   5%

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

   5%

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%

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

   5%

6. Provide technical assistance to the Communications Supervisor when departments require office moves and changes, so telephone users can keep their own extension numbers. Maintain update and

   15%
process all Telecomms spreadsheets so that accurate information is available to Communications Supervisor. Organising, processing and coding all telephone billing for signing off by budget holders. 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 student rooms.

4. Planning and Organising
React daily to all telephone enquiries – and answer or transfer calls accordingly. Planning the Moves and Changes Schedule 1 day in advance for any office moves and changes. Conducting Telephone Moves & Changes from a computerised system as requested by other departments.

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 & PFML and many other companies.

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 Word, Excel, and Outlook is essential.

9. Dimensions
Delivering a telephone service to AS staff and students, there are 5000 extensions on the AS Meridian switchboard.

10. Job Context and any other relevant information
Providing a wide range of customer requests from Telephone issues to General Enquiries and finding out relevant information from different sources for Guests and students. Query certain information on billing issues and pass onto the Communications Supervisor