

# The University of Texas at San Antonio

## *Job Description*

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Job Title: Switchboard Administration Assistant  
Code: 19091  
Salary Grade: 54  
FLSA Status: Non-Exempt  
Department/Division: Office of Information technology/Telecommunications Support  
Reports To: Telecommunications Manager – OIT/CIO

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## *Summary*

- Function: To assist in the operation of a large telephone switchboard and to provide general administrative departmental support.
- Scope: Responsible for routing all incoming telephone calls placed through the switchboard and answering questions regarding the University in general. Responsible for administrative support in areas such as inventory, billing, records retention, and supervision of student employees.

## *Duties*

- Typical:
  1. Answers incoming calls and directs calls to the proper university department and/or person.
  2. Makes changes to Departments in speech attendant directory and advises personnel of changes that need to be made through the Human Resources system to ensure they receive calls from the speech attendant in the future.
  3. Records after hour's message to assist callers attempting to contact the university after regular business hours.
  4. Trains work studies on proper phone etiquette. Ensures work studies have all required information needed to relay to callers. Verifies staffing schedules and reviews work study payroll to submit for approval through management.
  5. Takes inventory of current supplies. Creates orders for new supplies and checks supplies in once they've arrived.
  6. Collects files that need to go to Records Retention, prepares paperwork to send to storage, and contacts appropriate personnel to come and pick up records.
  7. Makes additions and updates to information in billing system such as changes to room numbers, user names, port changes, phone type, etc.
  8. Uploads updates for billing processing of long distance for reference on a monthly basis.
  9. Assists in paying all Telecommunications Services phone bills from

<p style="text-align: center;">outside vendors.</p> <p style="text-align: center;">10.</p> <ul style="list-style-type: none"> <li>• <u>Periodic:</u> <ol style="list-style-type: none"> <li>1. Other duties as assigned.</li> </ol> </li> </ul>
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***Education***

<b>Required</b>	<b>Preferred</b>
High School Graduation or GED.	Some college coursework.

***Other Requirements***

<b>Required</b>	<b>Preferred</b>
Criminal Background Check (CBC)	N/A
Must have a pleasant, courteous disposition, and express at all times the desire to render accurate and cheerful service.	
Good interpersonal and verbal communication skills.	

***Experience***

<b>Required</b>	<b>Preferred</b>
3 years of experience to include a combination of customer service and administrative/clerical experience.	Four or more years of experience with a large telephone system.
	Experience working with telephone billing.

***Equipment***

<b>Required</b>	<b>Preferred</b>
Personal computers.	Experience working with a switchboard or complex telephone system to route calls.
General knowledge of Microsoft Office suite.	

***Working Conditions***

<b>Usual</b>	<b>Special</b>
Usual conditions found in a telephone switchboard office.	N/A
Evening, weekend, and holiday work may be required.	

***Supervision***

<b>Received</b>	<b>Given</b>
General instructions from an appointed supervisor.	May supervise students as assigned.

***Accuracy***

Extreme accuracy in placing and routing calls.

***Security Sensitive***

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

***Internal Control***

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.