Job Posting

Switchboard Operator/Mailroom Clerk (Cisco Campus)

Date Posted: 10/18/2021
End Date: Until Filled

Cisco College is accepting resume packages for the position of Switchboard Operator/Mailroom Clerk (Cisco Campus). Full job description is listed separately. This is a full time position with a generous benefit package. Benefits are listed on the Cisco College Website under the Employment section.

A complete resume package includes a completed and signed Cisco College Application (located on the Employment Page of our website at www.cisco.edu), Curriculum Vitae (CV) or resume, Philosophy of Education, and unofficial copies of transcripts. Please ensure all required documents are included with your submission as incomplete packages will be returned unprocessed.

Complete resume packages may be submitted to the following address or email:

Laurie Kincannon
Director of Human Resources
Cisco College
101 College Heights
Cisco, Texas 76437
Office: 254-442-5121
humanresources@cisco.edu

Cisco College is an Equal Opportunity Employer
Cisco College
Job Description

Job Title: Switchboard Operator/Mailroom Clerk (Cisco Campus)

Reports to: Dean of Students

Classification: B Level/Assistant

Job Summary

The Switchboard/Mailroom clerk is primarily responsible for answering telephone calls to the general college telephone number, dispersing incoming mail, and preparing outgoing mail. The Switchboard/Mailroom clerk must be an excellent communicator, cooperative, punctual, and dependable.

The Switchboard/Mailroom clerk is expected to accomplish assigned duties in an efficient, effective, and competent manner and must strive for improvement and excellence in all work performed. Additionally, Cisco College employees are asked to demonstrate a commitment to the comprehensive role of the community college as stated in the College Mission. All Cisco College personnel are expected to follow College policies, rules, regulations, and guidelines that relate to this position.

Primary Duties

1. Uses a multi-line phone to answer calls placed to the general college telephone number.
2. Routes all messages and incoming calls placed through the switchboard.
3. Dispenses incoming mail for employees and students.
4. Prepares outgoing mail daily, and delivers to the local post office.
5. Performs duties with a high degree of customer service. This position is the “voice” of the college with an emphasis on communicating with students, parents, and employees.
6. Communicates frequently with the Dean of Students to suggest ideas for improvement in the performance and scope of this position.
7. Performs other duties as assigned.

Qualifications

1. Customer service experience.
2. Excellent verbal/phone communication skills.
3. Organization/sorting skills.
4. Ability to work collaboratively with others.
5. High school diploma or equivalent.

For candidates who do not meet the minimum qualifications, a combination of education and experience providing comparable knowledge and abilities will be considered.