

## **SWITCHBOARD/ADMINISTRATIVE ASSISTANT**

Reports to: Dean for Operations/CIO  
Classification: Full-time, 12-month Employee  
Pay Status: Hourly, Non-exempt, Level II  
Fringe Benefits per Board Policy  
Starting Salary Range: \$14.25 – 15.00  
Revised: May 2024

**Purpose of position:** This position performs switchboard and credential management for the college and reports to the Dean for Operations under his general supervision. Major duties consist of being the primary switchboard operator, creating and distributing college credentials and assisting in the management of the college telephone system.

### **Essential Functions**

1. Provide premiere quality service to all constituencies of the College.
2. Engage in continuous quality improvement and professional development.
3. Provide receptionist services in the Chapman Learning Center. This includes (but is not limited to) answering and transferring calls, assisting visitors with direction and information, creating ID's for faculty, staff, students, and vendors and assigning access as appropriate.
4. Providing food service with student ID information for cafeteria counts as requested.
5. Assist with the administration of the college telephone system.
6. Assist with other department's as required. This may entail filing, scanning and archiving documents, general office help, or answering telephones.
7. Perform all other duties as assigned by the Dean for Operations.

### **Required Knowledge, Skills and Abilities**

1. Exemplary customer service skills are essential.
2. Excellent interpersonal skills, above average communication skills, ability to work effectively with all levels of employees. Ability to project a positive and professional image to students and employees.
3. Ability to appropriately exercise independent initiative and judgment.
4. Sensitivity to, and awareness of, confidential materials.
5. Ability to learn and complete routine tasks using a personal computer.
6. Working knowledge of copier and fax machine operations.
7. Working knowledge of phone switchboard operation and equipment.

### **Education and Experience**

- High school diploma or equivalent
- 2-3 years' experience in either a technician or receptionist role
- Experience with Microsoft Office Products and enterprise phone systems is desirable

**Working Conditions**

1. While performing the duties of this job, the employee is constantly required to use hands to finger, handle, or operate objects, tools, or controls; and reach with hands and arms.
2. The employee is required to walk, sit, stand, talk and hear.
3. Specific vision abilities required by this job include close vision and the ability to adjust focus.
4. Ability to reach and work overhead on an occasional basis is required.
5. Some overtime may be required, as well as some flexibility in occasional early or late hours.
6. Normal working hours for this position will be Monday – Friday 8:00am – 5:00pm

**Application:**

Please submit a letter of application, resume with names and phones numbers of five references unofficial transcripts, and employment application to:

Human Resources Director, Switchboard/Administrative Assistant-Chanute, Neosho County Community College, 800 West 14th Street, Chanute, KS 66720 or Email to [hr@neosho.edu](mailto:hr@neosho.edu).  
Employment application available at [www.neosho.edu/careers](http://www.neosho.edu/careers)

Review of applications begins upon receipt.

**NCCC is an EOE/AA employer**

**Non-Discrimination**

The current non-discrimination policy can be found at:

<http://www.neosho.edu/Portals/0/Policies/Employee/Personnel/Non-discrimination.pdf>