



## DEPARTMENT OF INFORMATION TECHNOLOGY PART-TIME PHONE OPERATOR JOB DESCRIPTION

**Position Type:** Part-Time Staff

**Position Title:** IT Phone Operator

**Campus:** OSU Stillwater

**Department:** Information Technology Support

**Hiring Range:** \$9.00 - \$10.00 per hour

**Job Summary:** Phone Operators assist Faculty, Staff, Students and the General Public with requests for call transfers, directions to locations on or off campus, and other such tasks. Customer service, verbal, writing, and interacting with people skills are a must. Other tasks may be assigned to employees by the Helpdesk Manager as well.

**Special Instructions To Applicants:** Applicants must apply online by selecting the link under the Student Employment section at <http://help.okstate.edu>. Do not include personal information in the application (such as social security numbers, passwords, etc.).

**Background Check Type:** Criminal History Records Check

### **Required Skills, Knowledge, Experience, & Roles:**

- Must be a current OSU Stillwater Student in good academic standing.
- Excellent customer service skills.
- Exceptional verbal and written communication skills.