UNIVERSITY OF SOUTHERN CALIFORNIA
PBX Operator
Job Code: 143033

OT Eligible: Yes
Comp Approval: 7/20/2016

JOB SUMMARY:
Answers telephone calls promptly. Greets callers with a positive and clear voice. Receives wake-up call requests from guests. Acts as dispatcher for security, guest services and property operations associates. Monitors the switchboard for emergency telephone calls and responds to alarms immediately. Maintains an accurate listing with current status of all registered guests. Ensures that guest amenity requests and assistance for engineering/housekeepers have been addressed through a log and system of returned calls. Provides information and demonstrates knowledge of all hotel facilities and services. Serves as a back-up for front desk personnel, as required. Collaborates with other staff members and proactively communicates observations and suggestions to management to ensure that guests’ needs are met.

JOB ACCOUNTABILITIES:

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<th>*E/M/NA</th>
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Answers telephone calls promptly. Greets callers with a positive and clear voice. Ascertains the correct extension and directs call to appropriate person or location. Assists guests in making local and long distance telephone calls, as necessary. Takes and delivers messages promptly and courteously. Resolves complications and complaints from missed messages using previous experience and good judgement.

Receives wake-up call requests from guests. Verbally confirms time of wake-up call and any special instructions. Inputs call time into the automated wake-up system and verifies that time has been entered correctly. Makes changes to wake-up call times as necessary. Resolves complications and complaints from missed wake up calls using previous experience and good judgement.

Acts as dispatcher for security, guest services and property operations associates. Provides timely information via paging system and two way radios to associates in response to internal situations and guest requests such as plumbing problems, airport shuttle service, etc.

Monitors the switchboard for emergency telephone calls and responds to alarms immediately. Ascertains nature of emergency and provides connections to police, ambulance or fire department as necessary in accordance with established procedures. Maintains documentation of pertinent details. Serves as point of contact for emergency responders to facilitate best safety practices for guests and employees.

Maintains an accurate listing with current status of all registered guests.

Ensures that guest amenity requests and assistance for engineering/housekeepers have been addressed through a log and system of returned calls. Resolves any issues via telephone in a timely, friendly and efficient manner. Ensures delivery of faxes, envelopes, or small packages to rooms, as necessary. Makes special arrangements for other situations requiring unusual discretion or guest privacy (e.g., dealing with celebrities.)
Provides information and demonstrates knowledge of all hotel facilities and services.

Serves as a back-up for front desk personnel, as required. Assists in pre-registration and blocking of rooms for reservations and takes same day and future reservations when necessary. Maintains knowledge of cancellation procedures.

Collaborates with other staff members and proactively communicates observations and suggestions to management to ensure that guests’ needs are met.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

Essential:  
- [ ] No
- [x] Yes  
In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

High school or equivalent

**Minimum Experience:**

6 - 12 months

**Minimum Field of Expertise:**

Experience with switchboard or multi-line telephone system, handling a high volume of incoming calls. Excellent written and verbal skills. Excellent customer service skills.

**Preferred Education:**

Associate’s degree

**Preferred Experience:**

2 years

**Preferred Field of Expertise:**

Experience in a hotel switchboard environment.

**Skills: Administrative:**

- Answer telephones
- Communicate with others to gather information
- Gather data
- Maintain filing systems
- Research information
- Understand and apply policies and procedures
- Use database and/or word processing software
Skills: Machine/Equipment:

Computer network (department or school)
Computer network (university)
Computer peripheral equipment
Fax
PBX
Personal computer
Photocopier

SIGNATURES:

Employee: _____________________________________ Date:_____________________________

Supervisor: ____________________________________ Date:_____________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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