

## Call Center Attendant

The Call Center Attendant (CCA) performs a variety of technical, and clerical duties related to the administrative operations of the residence halls. The UT Housing Call Center serves as the epicenter for housings CCTV monitoring, Fire Alarm Monitoring and the single point of contact for Housing Related Issues. The Call Center Attendant is supervised by the UT Housing Safety Supervisor, and must be an enrolled student who has completed at least one academic year of school at UT. Preferably, the Attendant has previous University Housing work experience as an Orientation Assistant, Desk Assistant, or Post Office Assistant and therefore understands some of the interworking's of the residence halls to most effectively answer student concerns and questions. This position will include day, night and weekend hours with a cap of 20hrs per week.

### RESPONSIBILTIES

1. Monitor integrated Fire Alarm system for all residential halls and take actions in accordance with documented procedures.
2. Monitor CCTV monitors and take actions in accordance with documented procedures. Contact Housing Services staff if any issues arise with equipment.
3. Monitor weather radio and current weather conditions. Be able to activate alert systems as required in accordance with documented procedures.
4. Know how and when to contact elevator maintenance if any issues arise with elevator malfunctions during the work day.
5. Be able to field phone calls for service requests etc...and able to refer to or notify appropriate UT agency.
6. Use and maintain the Housing Services email account. This hall email account should be checked regularly each day.
7. Make entries into the electronic Daily Log on a daily basis. The Daily Log is used to record significant happenings in the buildings.
8. Use a 2-way radio to contact staff when necessary.
9. Appropriately answer the phone, put callers on hold, and transfer calls. The CCA should be competent in making all phone transactions and should always answer the phone: "Housing Services Call center, \_\_\_\_\_ speaking, how may help you?"
10. Be familiar with using School Dude to place and complete student and building maintenance requests.
11. Report issues to maintenance and/or housekeeping throughout the 8am - 5pm day. These issues can be reported directly from the CCA to the appropriate support staff without waiting for head staff approval.

## EXPECTATIONS

The following list of expectations is designed to give the Call Center Attendant specific information relative to the day to day duties that are performed in his/her position. This information is intended to supplement the duties outlined in the position description. These expectations will be used as a basis for the ongoing evaluation of attendants working for the Department of University Housing.

1. Attend comprehensive training, depending on date of hire.
2. The attendant should be familiar with the Housing Services Manual
3. Be on time for your shift. This means arriving at the desk before your shift officially starts to allow yourself enough time to be briefed by the staff member working prior to you.
4. Notify your supervisor if you cannot make a shift or will be late to a shift. It is your responsibility to attempt to find coverage from another Call Center Attendant for any missed shifts.
5. Be professional in the call center. This includes your attitude, work, and appearance. Appropriate casual dress is required at all times while working in the call center. (No inappropriate clothing)
6. Do not allow any non-staff members in the call center for any reason at any time.
7. Employ customer service at all times. This includes tone of voice, attitude, and willingness to help solve problems for all students, staff members, and guests who call or visit the call center. The Attendant should have a good knowledge of campus resources, phone numbers, directions, and departmental staff contacts.
8. Be alert and pay attention to what is happening in the building and the lobby at all times. Log all significant occurrences in the Daily Log. (Fire Panel Alarms, Significant Occurrence noted on CCTVs, Work Orders Submitted, and Weather Related Incidents etc...)
9. Follow proper procedure for all resident complaints, concerns, and problems.
10. Maintain an organized, clean, and properly functioning work area
11. Be completely familiar with emergency procedures and protocol.
12. Serve as a representative of the University of Tennessee and the Department of University Housing at all times.
13. Perform all other duties as assigned by your Supervisor.