



POSITION DESCRIPTION

TELECOMMUNICATIONS SPECIALIST

Reports To: Security/Facility Services Manager Position Status: Non-Exempt
Supervises: No One Effective Date: 06/01/03

GENERAL SUMMARY

The Telecommunications Specialist (TS) is responsible to the Security/Facility Services Manager for all telecommunications-related duties such as: selection, purchasing, installation, and maintenance of all corporate voice mail and phone systems. The TS is responsible for individual station programming, scheduling repairs, moves, and adds of equipment, lines, and line features. Duties also include training users on station instruments and features. The position is responsible for equipment and feature troubleshooting and problem resolution, communicating with users and vendors, processing telecommunication invoices and statements, and maintaining a database for software and hardware inventory control.

This position is also responsible for providing relief support to word processing, mailroom, and receptionist positions. The TS should be familiar with general office equipment and word processing programs.

DUTIES and RESPONSIBILITIES

1. Plans and arranges day-to-day workload with manager and/or other personnel.
2. Confers with users on the types of telephone and voice mail equipment, lines, and line features available. Assists with development of phone and voice mail systems, responsible for new equipment specifications, recommendations, and procedures.
3. Arranges systems installation, simple programming, and maintenance (includes moves, adds and repairs). Programming includes general system and keyset features. Familiar with station instruments, keysets, programming monitor and keyboard, and other related system equipment.

4. Troubleshoots and resolves systems, station, and user problems. Arranges scheduling for equipment moves, adds, and repairs. Places trouble calls and follows up with vendors and users until satisfactory resolution.
5. Provides new and ongoing training to users on station instruments and features. Develops and provides users with reference materials.
6. Maintains equipment and feature inventory, vendor order activity logs, and processes related invoices and statements.
7. Operates equipment such as word processors, printers, transcribers, typewriters, copy machines, and telephone and reference systems. Also does troubleshooting for word processing, copy center, mail, receptionist, and other related areas. Familiar with word processing programs used by NKC.
8. Performs relief assignments for word processing, mail, and receptionist persons; and provide word processing format and training support.
9. Performs other duties and responsibilities as may be required.

PLANNING

Responsible for scheduling systems repairs, moves, and adds of features, lines, and equipment. Planning new system installation and training. The position is responsible for planning relief support for office-related duties such as word processing, mail and receptionist services. Planning includes developing innovative ways to meet user needs and complete assignments. These plans are based on established procedures and practices.

SUPERVISION and COORDINATION

The position does not supervise other persons. It is responsible for communicating with vendors and NKC personnel, patients, and visitors. Responsible for coordinating all installation, moves, adds, and repairs of telecommunication and office-related equipment.

EXTERNAL CONTACTS

This position has contacts with telecommunications and general office vendors and service personnel. These contacts concern purchasing of supplies and equipment, and troubleshooting and problem resolution. Additional contacts are with patients, staff, and visitors through telecommunications, word processing, mail and receptionist relief services.

DECISIONS

The position is responsible to the Security/Facility Services Manager for decision-making required to perform a variety of telecommunication and relief duties and responsibilities. These decisions are based on established procedures and practices. Typical decisions for telecommunications include: ordering lines, line features, equipment, troubleshooting, installation and repair scheduling, and determining vendor services. Typical decisions for word processing include: proofreading completed work, application of grammatical rules and departmental conventions, deciding how to handle unusual terminology, and making sure Office Services procedures are observed. Decisions also include: answering questions, taking messages, and giving directions.

OTHER RESPONSIBILITIES

The TS is responsible for telecommunications and office-related relief services provided to executives, department heads and other persons as outlined in the job's position description. Typical telecommunication responsibilities include: programming and ordering system equipment, lines, and line features, meeting scheduling requirements for equipment and line installation; and communicating with Security/Facility Services Manager. Typical office-related relief responsibilities include: operating word processing equipment, sorting and distributing mail, maintaining copiers, providing receptionist support. Responsibilities include completing work in a timely manner, and contributing to overall results through performance of assigned tasks.

JOB CONDITIONS and PHYSICAL EFFORT

1. Must be able to communicate effectively in English on the phone, in writing, and in person.
2. Must be able to use a computer keyboard, mouse, and pull down windows in an efficient manner. Must be able to demonstrate use of appropriate software after training.
3. Duties and responsibilities are performed in an office environment. The Telecommunications Specialist is not substantially exposed to adverse environmental conditions.
4. Physical activities require the ability to stand, walk, sit for extended periods; use fingers to manipulate items; talking, hearing; and repetitive motions of hands, wrists, fingers.

5. The physical requirements include the ability to lift/move objects weighing up to 10 pounds occasionally, and lift/move objects weighing up to 5 pounds frequently.
6. The position requires visual acuity to read, work extensively with information on a CRT, and perform other duties.

CUSTOMER SERVICE STANDARDS

All staff are responsible for demonstrating good customer service and professionalism.

1. **CONSIDERATION:** Greet customers promptly; Show courtesy; Recognize customers' needs; Respect privacy.
2. **CONCERN:** Listen to customers; Express appreciation; Be non-judgmental; Take responsibility.
3. **CONFIDENCE:** Show a positive attitude; Take personal initiative; Inform; Educate and reassure; Provide prompt follow-up.
4. **CONDUCT:** Hold appropriate conversations; Maintain a professional appearance; Establish teamwork; Show professional competency.

EDUCATION and EXPERIENCE

The Telecommunications Specialists (TS) should have the equivalent of high school graduate level studies in office-related subjects. The Telecommunications Specialists should have the equivalent of one year of telecommunications experience which includes programming phone and voice mail systems, and working with systems vendors and users. Experience should include troubleshooting and problem resolution, training users, and maintaining equipment and feature inventory.

Experience should include at least one year of previous word processing experience with responsibilities for medical terminology and transcription services and demonstrated grammatical and proofreading skills. Typing speed of 50 wpm is required. Six months receptionist experience and other office-related duties are also position requirements.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW and APPROVAL

Scott N Strandjord

Vice President of Finance

06/01/03
Date

Ed Michel

Vice President of Human Resources

06/01/03
Date