Position Description

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<td>Report Run Date</td>
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<td>Requisition Number:</td>
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<td>Approved Payroll Title Code:</td>
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<td>Approved MSP Salary Grade:</td>
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<td>Approved PSS Salary Grade:</td>
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**POSITION DETAILS**

Under supervision, serve as a campus Directory Services live operator providing directory/information assistance, management of the on-line Directory update/change process for the campus, and greets and directs visitors in the reception area of the Communications Resources office. Provides on-line and live directory assistance and campus information to the general public and the entire UC Davis campus including all staff, faculty, students.

**Job Summary:**

Supports the directory services unit of Network Services and Engineering by assuring the proper operation of the day to day activities of the unit.

**Positions Supervised:**

NA

**Essential Responsibilities:**

50% DIRECTORY ASSISTANCE OPERATOR
Answers incoming calls to campus attendant console providing timely, knowledgeable, professional, accurate, and courteous
service to callers.

Provides directory assistance to campus callers and the general public, using the Cisco Finesse retrieval system.

Assists callers in determining the proper employee or department to contact based on their stated need or problem, using knowledge of University and campus departments, infrastructure and services, and routes calls accordingly.

Makes immediate decisions on emergency calls (police, fire, ambulance), and telephone threat calls using appropriate guidelines and procedures.

Performs brief caller training on calling features and dialing procedures as required.

Keeps abreast of all new and ongoing programs at UC Davis in order to provide current and accurate information to callers. Reports new information or changes to the group Lead and to the supervisor along with the rest of the Directory Services team.

Demonstrates a strong commitment to customer service, both to external clients and within the directory services team.

Demonstrates willingness to support and assist other team members by being flexible and maintaining a pleasant, comfortable working environment that provides a strong base for excellent service.

Pulls and reviews reports from the Nuance Interactive Voice Recognition system. Enters monthly data into a spreadsheet.

35% CUSTOMER SUPPORT/QUALITY ASSURANCE FOR ON-LINE DIRECTORY
Reviews departmental and individual listing updates for accuracy and typographical errors as final quality control/editor for campus wide system. Works with campus departmental representatives on corrections.

Enforces campus document style formats for department and individual listings assuring appropriate postings.

Utilizes the IET ticketing system to issue work tickets for database problems or errors.
Advises campus department contacts on process for setting up new departmental Approvers for the on-line directory system, which include both departmental and individual listings databases.

Updates and maintains job titles and listing unit names in both databases.

Assists the Directory Services Lead with the On-Line Directory User Group system/process improvement initiatives both on campus and in partnership with the UC Davis Med Center.

5% CONFERENCE CALL SERVICES
Processes orders, trains users over the phone and bills Meet Me conference calls via the Pinnacle telemanagement system.

5% COMMERCIAL DIRECTORY SERVICE
Coordinates departmental updates to the UC Davis listings in the AT&T Yolo County, Sacramento County and Dixon/Vacaville White Pages phone books.

5% INITIATIVE, OFFICE SUPPORT, AND SAFETY COMPLIANCE
Enters time daily in the TRS Time-Tracking System.

Participates in Staff Development and other training opportunities.

Supports Communications Resources goal of providing positive, innovative, and effective customer service through performance.
Provides back-up support for campus pagers as needed.

Provides support for network services and engineering projects.

Works with and supports student staff including assisting in student hiring process and coordinating quarterly student schedule.

Works cooperatively with other CR and IET units to achieve and maintain a strong customer service environment.

Complies with specific and detailed safety procedures and practices.
Physical Demands:

- Work at a computer terminal/operator console for extended periods.
- Wear a headset and transmit information via the telephone.
- Work overtime on occasion to assist with coverage.
- Accommodate day-to-day schedule changes as needed.

Work Environment:

- Work in an open office environment in close proximity to others.
- Vacation is restricted during peak work times.

Work Environment:

- UC Davis is a smoke and tobacco free campus effective January 1, 2014. Smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e-cigarettes) will be strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space.

Background Check: Yes

QUALIFICATIONS

Minimum Qualifications:

- Experience answering the main company telephone line as first point of contact for a complex, multi department company.
- Customer service experience to provide timely, knowledgeable and professional service to callers and to appropriately respond to emergency calls.
- Experience using an online phone directory system.
- Experience to use an appropriate method (e.g., questions or suggestions) to determine and correctly transfer the caller to appropriate department or person based on stated needs.
- Attention to detail to enter and edit data for accuracy and to correct errors.

Preferred Qualifications for Selection:

- Experience proofreading for spelling and grammar, typographical errors, and consistency of format.
Experience providing directory assistance to callers using the Cisco Finesse retrieval system

Organizational skills to effectively plan and manage time, prioritize workload demands, and work accurately and quickly with details.

Work independently under general direction from management

Interpersonal and communication skills to interact with staff and management at various levels with tact and diplomacy; and to communicate with a wide variety of clientele from various social, cultural, economic, and educational levels and to understand customer questions and provide prompt, courteous responses.

Experience using computers for word processing, e-mail, and calendaring.

Skill using Microsoft Office products (Word, Excel, and MS PowerPoint).

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<tr>
<td>Read and model the UC Davis Principles of Community</td>
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<td>Ability to learn and apply new technology in the performance of duties.</td>
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<td>Support Communications Resources goal of providing positive, innovative, and</td>
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<td>effective customer service through performance.</td>
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<tr>
<td>Adhere to workplace safety practices, read information communicated about</td>
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<td>workplace safety, complete required safety training on time, and report any</td>
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<td>workplace safety issues promptly to their supervisor or the designated safety</td>
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<tr>
<td>coordinator.</td>
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<td>Meet client and management expectations by being consistently punctual,</td>
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<td>reliable, and flexible.</td>
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<td>Exercise initiative and use good judgment.</td>
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<td>Maintain composure in an environment subject to noise,</td>
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interruptions, and deadlines.

Use tact and diplomacy for interactions with others. Highly motivated and results oriented.

Willingness to learn and apply new technology and willingness to develop skills to promote professional growth. Participate in Staff Development and other training opportunities.

Be familiar with, and comply with, specific and detailed safety procedures and practices.