

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Telephone System Account Specialist

BASIC FUNCTION: Under general supervision, performs a variety of accounting, clerical and technical functions related to the District's various telephone systems.

PROVIDES WORK OR LEAD DIRECTION TO: Not applicable – no permanent full-time staff to supervise.

REPRESENTATIVE DUTIES:

1. Reviews monthly telephone utility bills and reconciles against inventory of equipment using electronic information as provided by phone companies.
2. Maintains call detail recording (CDR) records on computer and updates cost tables as required by tariff changes.
3. Prepares individual monthly accounting statements of telephone usage by District staff from office phones, cell phones, and credit cards.
4. Reconciles monthly reports against actual usage.
5. Assists Network Specialist with software changes to PBX regarding adds, moves, and changes.
6. Deploys digital, analog, emergency and VoIP telephony equipment throughout the District.
7. Installs, maintains and troubleshoots various telephony-related applications on PCs throughout the District including but not limited to PBX, automated attendant, voicemail, and Blackberry services.
8. Assists with the reduction and elimination of telephone fraud.
9. Maintains database of telephone extensions, including 911 information.
10. Assists Network Specialist in ordering of circuits, measured business lines, and any other related telecommunications services.
11. Assists in developing financial and statistical reports.
12. Answers telephone inquires and takes messages.
13. Administration and maintenance of the District's Unified Messaging system.
14. Administration and Maintenance of the District's Blackberry Enterprise Server.
15. Administration of the District's OpenWorx server.
16. Act as single point of contact for the District's cellular services.
17. Responsible for deploying and maintaining all District PDA's (Blackberry, iPhone, etc.)
18. Assign Helpdesk telephony-related work orders to appropriate technician.
19. Participates in District-provided in-service training programs.
20. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
21. Performs other duties, related to the position, as assigned.

EDUCATION: Graduation from high school or equivalent.

EXPERIENCE: At least two years experience as a billing or account clerk reviewing and reconciling telephone utility bills. Experience with PBX moves, adds, and changes is desired.

LICENSES/CERTIFICATIONS REQUIRED: None.

KNOWLEDGE OF: Demonstrated knowledge and understanding of the terminology used in telephone systems is required.

ABILITY TO: use a personal computer and spreadsheet software; carry out verbal and written instructions; establish and maintain effective working relationships with staff, students, and others.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

CONTACTS: Co-workers, other departmental staff, Account Representatives, and vendors.

WORKING CONDITIONS: Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951)222-8039.