

**RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION**

JOB TITLE: Telephone Systems Account Clerk

BASIC FUNCTION: Under the supervision of the area Associate Vice Chancellor, performs a variety of accounting 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. Runs call total reports for Admissions and Records, Counseling, Matriculation, Financial Aid, etc.
2. Assigns work order to appropriate technicians.
3. Creates and maintains voicemail (VMO) accounts; converts VMO account to unified messaging; and performs monthly voicemail server restarts.
4. Provides technical support for voice mail system and support of telephones, cell phones, PDA's and other telephone related technologies.
5. Reconciles monthly telephone bills and prepare monthly reports against actual usage.
6. Assists Network Specialist with software changes to PBX regarding adds, moves, and changes.
7. Maintains a database of all extensions, telephone lines, and circuits; orders circuits and measured business lines.
8. Installs and support Blackberry hardware and software.
9. Review telephone records to reduce and/or eliminate fraud.
10. Maintains call detail reporting information.
11. Develops, creates, documents, and maintains voice trees for various departments.
12. Participates in District-provided in-service training programs.
13. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
14. Performs other duties, related to the position, as assigned.

EDUCATION: Graduation from high school or GED equivalent.

EXPERIENCE: At least two years of closely related experience reviewing and reconciling telephone bills and experience with PBX moves, adds, and changes is required.

LICENSES/CERTIFICATIONS REQUIRED: None.

KNOWLEDGE OF: Terminology used in telephone systems, Microsoft exchange, active directory, voice mail systems, and server applications relating to voicemail, telephony and PDA's.

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.

PHYSICAL EFFORT: Requires the ability to exert some physical effort, such as walking, standing and light lifting; dexterity in the use of fingers, limbs and body in the operation of office equipment. Tasks require extended periods of time at a keyboard.

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.