



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.

JOB DUTIES

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. Field phone calls from various stakeholders for service requests and execute appropriate actions per documented procedures.
4. Use and maintain the Housing Services email account. This email account should be checked regularly each day.
5. Make entries into the electronic Daily Log on a daily basis. The Daily Log is used to record significant happenings in the buildings and from which all data is obtained.
6. Use a 2-way radio to contact staff when necessary.
7. Appropriately answer the phone, put callers on hold, and transfer calls.
8. Become familiar with using departments work order software to complete maintenance requests.

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 the 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. Successfully complete comprehensive onboard training and all required training thereafter.
2. Punctuality.
3. Maintain professional appearance and demeanor while employing exceptional 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 knowledge of campus resources, phone numbers, directions, and departmental staff contacts.
4. Maintain an organized, clean, and properly functioning work area.
5. Become completely familiar with emergency procedures and protocol.
6. Serve as a representative of the University of Tennessee and the Department of University Housing at all times.
7. Perform all other duties as assigned by Supervisor.

Call Center Attendant – Job Description	
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