

Telephone Operator

SUMMARY

Title: Telephone Operator

ID: 5505

Department: Client Services

Location: Washington DC

DESCRIPTION

Job purpose

Candidates will support the establishment of a Telephone Operations Center (TOC) for main FBI switchboard network during core business hours Monday through Friday 8:00am -4:30pm Eastern Standard Time in Washington, DC. for ARIEL Business Group, Inc.; a diverse Florida based enterprise and government consulting company that has been providing outstanding results for our clients for over 26-years.

Duties and responsibilities

Answer incoming calls with a polite, professional, and knowledgeable demeanor, and use specific verification methods before taking messages and relaying them or transferring calls appropriately to FBI personnel in a timely manner.

Competently utilize diplomacy, tact, and professional judgment to gain information and/or determine the validity of the phone calls to determine the necessary course of action.

Operate terminals with multiple applications and functions within the TOC.

Maintain confidentiality of privileged information including personal telephone numbers, room numbers, home addresses, movement and emergency information, and other pertinent data.

Receive and place regular, special, and emergency local, long-distance, and international calls including to and from the Whitehouse, Congress and/or Cabinet members, and from the public at large for all levels of Bureau officials.

Arrange and coordinate conference calls and ensure connection of all necessary participants with respect to differing time zones and locations.

Efficiently maintain detailed logs of all the daily communications traffic, compiling daily statistics into monthly recapitulation reports as needed.

Maintain the written Standard Operating Procedures (SOP) for the FBI Headquarters TOC.

Assign daily EOC service tickets for follow up calls to gauge customer satisfaction on closed tickets.

Identify workflow processes that requires streamlining and consolidation to increase efficiencies.

Qualifications

Must have, or be able to obtain a favorably adjudicated Single Scope Background Investigation (SSBI) and able to access classified material at the Top-Secret level

- Familiarity with Avaya Automatic Call Distributer (ACD)
- Must have excellent communication, phone etiquette, customer service and people skills, as well as be able to multitask and stay organized
- Ability to effectively and succinctly communicate in writing and verbally
- Ability to effectively execute in a high demand environment
- Ability to multitask and work independently, and have a sharp attention to detail

Working conditions

Working conditions are within a normal office environment.

Physical requirements

Normal office environment mobility; sitting, walking, bending, stooping, standing, lifting a maximum of 25 pounds (greater than 25 pounds requires a two-person lift), turning, pushing. Normal office dexterity, to include; reaching, handling, grasping, to include typing/keyboard, and phone use.

Salary Range