

## **Telecommunications Manager**

The Telecommunications Manager reports to the Director of Auxiliary Enterprises and is responsible for the overall management of the Telecommunications Department.

### **Job Duties:**

Included but not limited to:

- This employee must also have a general organizational background and be able to provide leadership in connection with the filing and retrieval of information pertaining to department service orders, and administrative inquiries.
- The person selected for this position must be able to cope with complex telephone problems and be able to render the necessary service in cooperation with vendors as well as Hampton University Staff.
- The employee will review and reconciles monthly invoices and statements to ensure proper billing.
- Corrects, updates, and publishes electronic telephone directory.
- Oversees projects in the department such as the setup of new equipment and repair of existing equipment.
- Answer incoming calls, greet callers, provide information, transfer calls, and/or take messages as necessary.
- Performs all other duties as assigned by Director.

### **Qualifications:**

- This applicant should have at least 5 years of experience in a similar work environment and be capable of working with a wide range of constituent users of telephone equipment.
- This applicant should have supervisory and report-writing skills.

### **Requirements:**

- Applicants must have experience managing employees and vendors.
- A high school diploma from an accredited high school is required and some collegiate experience in the area of business and/or computer science is preferred.
- Excellent customer service, interpersonal, written and verbal communication skills.
- Position requires a reliable, responsible, and dependable individual who is also detail oriented.

### **How to Apply**

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Please submit a cover letter, resume, and a completed Application for Educational Support Staff Employment either via email at [HROFFICE@hamptonu.edu](mailto:HROFFICE@hamptonu.edu) or fax to (757) 727-5969:

Office of Human Resources  
Hampton University  
Hampton, VA 23668

*\*\*No phone calls*

*\*\*Incomplete applications will not be considered*