



**CHURCH TEACHERS' COLLEGE: MANDEVILLE**  
**EDUCATIONAL ASSESSMENT & INTERVENTION CENTRE**

**VACANCY NOTICE**

**TELEPHONE OPERATOR (OPS/TO2)**

**The Board of Management of Church Teachers' College invites applications from suitably qualified individuals to fill the position of Telephone Operator for the Educational Assessment & Intervention Centre.**

**Job Summary:**

The Telephone Operator serves as the first point of contact for the Centre and is responsible for managing all incoming and outgoing telephone communications through the switchboard system. The incumbent ensures that calls are handled promptly, professionally, and accurately, while also receiving and directing visitors in a manner that projects a positive and welcoming image of the College.

**Major Duties and Responsibilities:**

- Operate and manage the PBX/switchboard system efficiently.
- Receive, screen, and direct all incoming telephone calls promptly.
- Place outgoing calls as requested and maintain accurate call logs.
- Receive and courteously direct visitors to the appropriate departments or personnel.
- Record, relay, and follow up on accurate messages to relevant staff members.
- Maintain and regularly update the intra-campus directory.
- Ensure the reception area is maintained in a neat, clean, and professional condition.
- Provide accurate information and assistance to callers and visitors.

**Knowledge, Skills, and Abilities:**

- Sound knowledge of PBX and switchboard operations.
- Strong verbal communication and interpersonal skills.
- Excellent customer service orientation and problem-resolution skills.
- Effective time management and organizational abilities.
- Ability to exercise sound judgment and respond promptly to inquiries.
- Basic numerical competence for call accounting and billing.
- High level of integrity, confidentiality, and professionalism.
- Ability to work independently and collaboratively within a team.
- Strong attention to detail and initiative.

**Qualifications and Experience:**

- Minimum of five (5) CSEC/GCE subjects, including English Language and Mathematics.
- NCTVET Certificate in Customer Service and/or Front Desk Operations.
- Minimum of two (2) years' experience in a telephone operator, receptionist, or similar customer service role.

*Annual Salary: \$1,711,060*

Applications should be submitted electronically to [hr@ctc.edu.jm](mailto:hr@ctc.edu.jm) and addressed to:  
The Chairman,  
C/o The Personnel Manager,  
Church Teachers' College: Mandeville, 40 Manchester Road, Mandeville, Manchester

**The College thanks all applicants for their interest. However, due to the high volume of applications received, only shortlisted candidates will be contacted.**