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# Example of Call Center Operator Job Description

Our growing company is searching for experienced candidates for the position of call center operator. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for call center operator

* Initiating orders for correcting errors (wrong lease hauled)
* Filling out forms, determining changes for service requested
* Obtaining customer feedback information
* Communicating to central or local dispatch as needed
* Monitor all code/alarms and dispatch (Fire, Cardiac Arrest, Community Disaster, Injured visitors/staff, helicopter arrival, power failures, telephone switch alarms, blood bank, doors and gas alarms)
* Provides services that are accurate, reliable, courteous and timely within established service levels
* Upscale Security Officer - MSO
* Manages incoming, outgoing and interoffice calls in a friendly, professional and technically competent manner
* Supply directory services, organizational understanding and general information to callers to the Department of State
* Transfer callers to the appropriate destination based on callers’ questions

## Qualifications for call center operator

* Working knowledge of NIMS and its application to incident management
* Working knowledge of police codes and procedures to include operations of police radios, teletypes and computer systems
* Ability to utilize multiple computer based alarm and dispatch systems
* Ability to successfully pass a post-offer/pre-hire background check
* Must complete a criminal history check as part of the hiring process
* Must complete a confidentiality agreement upon hire and annually thereafter