



Call Center Agent

Reports to:	Manager III, Unit Support Services	FLSA Status:	Non-Exempt
Department:	Information Technology	Structure/Grade:	Unified 111
Division:	Information & Instructional Technology	Workdays:	246
Retirement:	Teachers Retirement System		

Position Summary

Performs routine tasks to operate a multi-line telephone system, efficiently directing incoming calls to appropriate personnel or departments and providing accurate information to callers. Performs duties with moderate supervision as an intermediate-level individual contributor.

Essential Job Duties

- Answers the telephone and transfers calls to the appropriate person or department, ensuring efficient communication within the organization.
- Provides general information to the public about the school system, including addresses, directions, and other relevant details.
- Maintains and updates personnel and department directories to facilitate accurate call transfers and information dissemination.
- Enters data to determine home school based on the caller's home address and assists callers in navigating the DeKalb County School District (DCSD) web page.
- Serves as a liaison between the general public and DCSD staff, fostering positive interactions and support.
- Works on routine or semi-routine assignments with an understanding of when deviation from standard practice is necessary.
- Manages tasks that are assigned while being prepared to suggest improvements for efficiency in handling inquiries or issues faced by callers.
- Participates in projects related to the development of new tools or processes aimed at improving efficiency within the organization.
- Coordinates assigned project tasks effectively to meet objectives.
- Performs other duties as assigned.

Qualifications

- High school diploma with 3 - 6 years of related experience required> Associate's Degree with 1 - 4 years of related experience preferred.

Knowledge, Skills, and Abilities

- Good computer skills, including the ability to use all relevant software
- Effective oral, written, and interpersonal communication skills
- Ability to follow clear and established processes, and the ability to recognize the need for occasional deviation from standard practice



- Ability to deliver work according to specific operational targets
- Good problem-solving skills
- Strong attention to detail with the ability to maintain a high level of accuracy
- Ability to work collaboratively and seek assistance when needed
- Ability to organize and prioritize tasks and manage multiple assignments simultaneously

Physical Demands and Work Environment

- Constantly required to exchange accurate information.
- Constantly operates a computer and other office machinery.
- Constantly observes details at close range.
- Frequently remains in a stationary position.
- Occasionally moves about inside an office.
- Occasionally moves office equipment weighing up to 25 pounds.
- Constantly works in an indoor environment.

By signing below, I agree that I have read and understand the requirements and the essential functions of this position.

Employee: _____ Date: _____

Disclaimer: Information contained within this position specification only summarizes information for interested individuals. The statements herein are intended to describe the general nature and level of work being performed by the employee in this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of a person in this position. If there is a discrepancy between the information in this position specification and the current documents obtained in the Division of Human Resources, the latter will always govern. The DeKalb County School District reserves the right to modify, alter, or discontinue these reference materials for any reason.

Reviewed/Revised: 11/11/2025