



VECRA is seeking a Full-Time Switchboard Operators, Including Answering Service

VECRA, Inc. has a requirement for Switchboard Operators, Including Answering Service with 2+ Years' experience. The VECRA Switchboard Operators, Including Answering Service Professional will join our Suffolk, New York headquarters to carry out the day-to-day tasks in support of our and Federal government, Public and Commercial clients.

COMPANY DESCRIPTION

VECRA, Inc. is a service-disabled veteran-owned small business (SDVOSB), woman-owned small business (WOSB), minority business enterprise (MBE) consulting firm implementing proven methodologies that help our clients drive growth, transform businesses, and innovate breakthrough ideas. VECRA's extensive experience with innovative software applications, reporting systems, facilities and supply chain management, program management and staffing support services are always: **Vigilant * Efficient * Collaborative * Responsive * Accurate**

JOB SUMMARY

Operate telephone business systems equipment or switchboards to relay incoming, outgoing, and interoffice calls. May supply information to callers and record messages.

ROLES and RESPONSIBILITIES

- Operate communication systems, such as telephone, switchboard, intercom, two-way radio, or public address.
- Answer incoming calls, greeting callers, providing information, transferring calls or taking messages as necessary.
- Greet visitors, log them in and out of the facility, assign them security badges, and contact employee escorts.



- Monitor emergency and code alarms, make emergency announcements, or route emergency calls to the appropriate location.
- Record messages, suggesting rewording for clarity or conciseness

QUALIFICATIONS and REQUIRED SKILLS:

- Good time management skills.
- Excellent communication skills both verbal and written.
- Works well independently and is a team player.

EDUCATION

- GED or High School Diploma plus experience may be substituted

OTHER

- **Shift:** First – Day
- **Work Hours:** 9:00am – 5:30pm
- **Schedule:** Monday – Friday
- **Onsite Location:** USA\Various locations throughout New York State
- **Req Type:** Full-Time

COVID-19 PRECAUTIONARY MEASURES

All employees (inc. volunteers, temps, consultants, and students with an in-office presence) are required to inform Human Resources of their vaccination status. If vaccinated, employees must submit proof of their vaccination status to Human Resources. OAG offices have returned to a “masks welcome” policy, based on changes in public health guidance. Employees will still be required to wear a mask if they have a recent COVID-19 exposure. Employees that work in OAG offices located on NYS hospital grounds or within space leased by a NYS hospital must continue to follow any mask policies at that location.

BENEFITS

We offer a competitive benefits package for full-time employees to include paid holidays, paid time off, medical and dental.



VECRA, Inc. is an equal opportunity and affirmative action employer. VECRA is committed to administering all employment and personnel actions on the basis of merit and free of discrimination based on race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, or disability.

VECRA maintains a drug-free workplace and performs pre-employment substance abuse testing and background checks, where permitted by law.

Email resumes to info@vecrainc.com with **Subject Line: Switchboard Operators, Including Answering Service**