

TITLE: <u>Switchboard Operator</u>	SALARY SCHEDULE: <u>Staff</u>	CLASS CODE: <u>SA441</u>
UNION: <u>Staff Association - Local 2071, U.A.W.</u>	SALARY GRADE: <u>1</u>	EEO CODE: <u>40</u>
	FLSA: <u>Non-Exempt</u>	E- CLASS: <u>SA</u>

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**POSITION PURPOSE**

Answer and route a large volume of incoming calls in a prompt and courteous manner via the University's main telephone switchboard. Perform standardized work routines operating a computer telephone console.

**ESSENTIAL JOB FUNCTIONS**

- Operate the University's main switchboard or computer telephone console. Answer and route all incoming calls in a prompt and courteous manner.
- Provide routine and accurate information on University events, activities and campus locations. Refer non-routine inquiries, requests and questions to appropriate personnel. Notify Head Switchboard Operator of any difficulties or callers dissatisfied with telephone service, e.g. inability to direct dial.
- Serve as backup receptionist for Head Switchboard Operator to accommodate callers and ensure continued telephone service. Determine caller needs and ensure proper connections.
- Perform related work as assigned.

**ADDITIONAL COMMENTS**

This classification level is designed to receive, answer and route a large volume of calls in a prompt and courteous manner via the University's main telephone switchboard. Work activities necessitate the ability to communicate effectively when relaying messages; good grammatical construction; speed in answering and forwarding calls and good short-term memory for names, extensions, locations and general University information. The incumbent is expected to have the ability to communicate effectively when dealing with the general public, students and University personnel. Work activities are performed given the following working condition factors, i.e. extremely light physical effort, good environmental conditions, minimal hazards and above normal sensory attention (sustained concentration viewing a computer screen). This classification is generally located in the department of Telecommunications in the division of Computing and Information Technology. This classification reports to and receives work direction from a senior staff support position, e.g. Head Switchboard Operator.

### **MINIMUM QUALIFICATIONS**

- High school graduate or an equivalent combination of education and/or experience.
- Some experience and knowledge operating a telephone switchboard preferred.
- Ability to communicate effectively with others.
- Ability to remember names, locations, and extensions.
- Ability to react quickly to a heavy and constant volume of calls.
- Typically, incumbents have held positions operating a console switchboard with a heavy traffic load.

SA441