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## Auburn University Job Description

Job Title:	<b>Telephone Operator</b>	Level I	Grade 26 \$18,400 - \$30,600
Job Code:	<b>DA07</b>	Level II	Grade 27 \$20,300 - \$33,800
FLSA status:	Non-exempt		

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### Job Summary

Responsible for receiving and directing incoming telephone calls to the appropriate departments and offices throughout campus.

### Essential Functions

1. Stays knowledgeable of special activities taking place on campus and passes this information on to callers.
2. Receives and connects incoming telephone calls to the requested departments.
3. Assists students with the set up of new telephone numbers in dormitories.
4. Provides campus directory assistance.

### Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

*The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.*

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## Auburn University Job Description

### Job Family Levels

Level	Responsibility	Knowledge	Education and Experience*
I	Follows specific procedures. Task variety is limited. Work is performed under close supervision.	Basic knowledge of standard office functions. Communicates with other is limited to exchange of routine information.	High school diploma or equivalent.
II	Tasks are varied and broad. Work is performed under occasional supervision.	Standard knowledge of office functions. Working knowledge of Auburn University administrative systems appropriate to the position.	High school diploma or equivalent plus 2 years. Experience must include at least 2 years at the preceding level or equivalent within Auburn University.

\* See the "Minimum Required Education and Experience" section of the job description for any substitutions that may be allowed for education and experience.

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## Auburn University Job Description

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### Minimum Required Education and Experience

**Level I** High school diploma or equivalent.

**Level II** High school diploma or equivalent plus 2 years. Experience must include at least 2 years at the preceding level or equivalent within Auburn University.

#### Focus of Education

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High School Diploma or equivalent

#### Focus of Experience

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Experience in answering and directing calls from a multi-line phones

#### Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

#### Substitutions allowed for Experience:

When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

#### Minimum Required Knowledge

#### Certification or Licensure Requirements:

None Required.

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### Physical Requirements/ADA

No unusual physical requirements. Requires no heavy lifting, and nearly all work is performed in a comfortable indoor facility.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires sitting, reaching, talking, hearing, handling objects with hands, .

Job occasionally requires and lifting up to 10 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 1/4/2012

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