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## Auburn University Job Description

Job Title:	<b>Telephone Operator, Lead</b>	Job Family:	No Family
Job Code:	<b>DA09</b>	Grade 28:	\$22,300 - \$37,200
FLSA status:	Non-exempt		

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### Job Summary

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

### Essential Functions

1. Receives and connects incoming telephone calls to the requested departments.
2. Coordinates switchboard coverage to include shift scheduling and hiring, training, and evaluating temporary employees.
3. Stays knowledgeable of special activities taking place on campus and passes this information on to callers.
4. Assists students with the set up of new telephone numbers in dormitories.
5. 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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### Minimum Required Education and Experience

	<u>Minimum</u>	<u>Focus of Education/Experience</u>
<b>Education</b>	High School	High School Diploma or equivalent
<b>Experience (yrs.)</b>	3	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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