

TITLE: <u>Head Switchboard Operator</u>	SALARY SCHEDULE: <u>Staff</u>	CLASS CODE: <u>SA442</u>
UNION: <u>Staff Association - Local 2071, U.A.W.</u>	SALARY GRADE: <u>2</u>	EEO CODE: <u>40</u>
	FLSA: <u>Non-Exempt</u>	E- CLASS: <u>SA</u>

POSITION PURPOSE

Supervisor and participate in the operation of the University's main telephone switchboard to ensure a large volume of incoming calls are answered and routed in a prompt and courteous manner. Perform standardized work routines overseeing and operating a computer telephone console.

ESSENTIAL JOB FUNCTIONS

- Provide functional work direction of assigned tasks to an average number (3-6) of subordinate switchboard operators to ensure callers needs are responded to and accommodated. Schedule, assign and monitor work activities. Train in appropriate methods, procedures and techniques. Maintain time sheets.
- Participate in the operation of the University's main switchboard or computer telephone console at peak periods and as a backup. Answer and route all incoming local, long distance and intra campus calls in a prompt and courteous manner.
- Provide routine and accurate information on University events, activities and campus locations. Handle difficult problem callers who are dissatisfied with telephone service, i.e. inability to direct dial. Refer non-routine inquiries, requests and questions to appropriate personnel.
- Monitor computer telephone console for malfunctioning and inoperability. Notify appropriate telephone vendor representative of necessary repairs. Maintain related records.
- Attend department meetings. Recommend new procedures or techniques in servicing callers. Report any equipment malfunction or problems which may occur.
- Perform related work as assigned.

ADDITIONAL COMMENTS

This senior classification level is designed to supervise and participate in the operation of the University's main telephone switchboard to ensure a large volume of incoming campus calls are answered and routed in a prompt and courteous manner. Work activities necessitate that messages be relayed in a manner which ensures that they are understood, this includes the use of good grammatical construction, speed in answering and forwarding class and good short-term memory for names, extensions, locations and general University information. The incumbent is expected to have the ability to communicate effectively with the general public, students and University personnel. Functional supervision is exercised over an average number (3-6) of subordinate switchboard operators. 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 management level position.

MINIMUM QUALIFICATIONS

- High school graduate or an equivalent combination of education and/or experience.
- Some experience and knowledge operating a telephone switchboard.
- Ability to communicate effectively with others.
- Supervisory experience preferred.
- Ability to react quickly to a heavy and constant volume of calls; ability to handle pressure situations.
- Some knowledge of university locations, events and activities in order to accommodate caller inquiries.
- Ability to keep routine and accurate records.
- Typically, incumbents have held positions operating a console switchboard with a heavy traffic load, e.g. Switchboard Operator.