Auburn University Job Description

Job Title: Telephone Operator, Lead  
Job Code: DA09  
FLSA status: Non-exempt

Job Family: No Family  
Grade 28: $22,300 - $37,200

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.
**Auburn University Job Description**

**Minimum Required Education and Experience**

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<tr>
<th>Education</th>
<th>Minimum</th>
<th>Focus of Education/Experience</th>
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<tbody>
<tr>
<td>High School</td>
<td>High School Diploma or equivalent</td>
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**Experience (yrs.)** 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.

**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