

## PBX OPERATOR\*

### **Function of Job:**

Under direct supervision of chief operator and/or designated supervisor, to operate a college/university Private Branch Exchange (PBX) attendant console and provide appropriate information as requested.

### **Characteristic Duties and Responsibilities:**

1. Operate a PBX attendant console, including placing and transferring local and long distance calls.
2. Answer incoming calls and make proper connections.
3. Respond to inquiries by directing questions to the appropriate offices in reference to campus activities, organizations and key personnel.
4. Maintain indexed telephone numbers and address director for faculty, staff and students.
5. Dispense dialing instructions and/or handle long distance, PBX, emergency, transfer and information calls.
6. Maintain thorough knowledge of emergency procedures.
7. Perform other related duties as assigned.

### **Minimum Acceptable Qualifications:**

1. High school graduation or equivalent.
2. Skill in the operation of a PBX attendant console.
3. Ability to speak clearly and distinctly with good use of English.

### **Additional Desirable Qualifications:**

1. Previous experience as a PBX Operator.

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**This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.**

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\* REVISED -- Original approved 6/12/75 as "Centrex Operator".