

SUPERVISOR OF TELEPHONE OPERATORS *

Function of Job:

Under general supervision of designated supervisor, supervise telephone console operation for a college/university, oversee training, scheduling, and documentation needs; and serve as telephone console attendant as required.

Characteristic Duties and Responsibilities:

1. Supervise and train attendants regarding telephone console operations, procedures, and equipment, including computers.
2. Ensure prompt, accurate, courteous service to those using telephone services.
3. Track call volume and trends and produce related reports and documentation as assigned.
4. Establish work schedules for attendants, ensuring adequate coverage for all shifts and high volume periods.
5. Serve as liaison with campus departments, which have campus activities that affect call volume.
6. Verify and submit payroll documents for assigned attendants.
7. Respond to problem situations and communicate effectively with faculty, staff, students, and the public.
8. Attend departmental and other meetings, as requested.
9. Maintain thorough knowledge of appropriate procedures in emergency situations.
10. Oversee the ordering of supplies/equipment.
11. Provide up-to-date materials for directory assistance.
12. Perform other related duties, as assigned.

Minimum Acceptable Qualifications:

1. High school graduation or equivalent and four years experience with a telephone console/system or related telephone operations, including one year with supervisory responsibilities, or Associate's degree and two years of experience.
2. To the extent required by department, keyboarding and computer application skills such as spreadsheets, word processing, e-mail, browser software, data entry/retrieval/management and knowledge of software applications, etc.
3. Effective written and oral communication skills.
4. Supervisory skills.
5. Organizational, customer services, analytical, and problem-solving skills.
6. Ability to establish and maintain effective working relationships with faculty, staff, students, and the general public.
7. Thorough knowledge of telephone equipment and its operation.

Additional Desirable Qualifications:

1. Work experience in college/university environment.

3/20/99

System Approval

11/30/98

Effective Date

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.

* Revised - Original approved 6/12/75 as "Chief Centrex Operator/Chief PBX Operator, revised 10/31/85 as "Chief Telephone Operator", and 6/20/96 as Chief PBX Operator.