

## IT Technical Job Classification

IT Job Title: Telephone Operator

State Job Title:

Classification: T470

Pay Grade:

### Job Summary

Under General Supervision responds to incoming calls and connects the caller to the correct person on campus. Provide information to the caller on directions and location to visitor callers.

### Essential Duties:

- Responds, screens and relay incoming and outgoing calls for university personnel.
- Receives emergency calls and dispatches the call to the appropriate center, police or fire.
- Documents all emergency calls.
- Provides information about the university to the general public as they call.
- Maintains and updates the current listing of all university personnel and their phone numbers.
- May be required to help with voice mail passwords and assist faculty, staff and students in using same.
- Performs other work assignment as requested.

### Education

Requires a High School Diploma and good communication skills.

### Experience

None required

### Leadership

None