



University System of Maryland Job Class Specification

TITLE: TELEPHONE OPERATOR
FLSA: NONEXEMPT
EEO6: H40
IPEDS-SOC: 43-2021

JOB CODE: N03TPU
JOB TYPE: SYSTEMWIDE
JOB FAMILY/SERIES: OFF TEL

APPROVED BY:
Chancellor Donald N. Langenberg

EFFECTIVE DATE: 07/01/1996

JOB SUMMARY

Under direct supervision, responds to telephone inquiries providing general information and directory assistance.

PRIMARY DUTIES

1. Answers telephone information lines, provides requested information. Screens and interviews callers to determine correct destination. Routes callers.
2. Directs emergency calls and information internally and externally.
3. Explains and performs dialing procedures for intercom, local and long distance calls for a multivendor communications environment.
4. Instructs and assists callers in the use of telephone equipment and features.
5. Furnishes detailed information regarding telephone numbers, scheduled events, hours of operation, delivery directions, address information, academic calendars, openings and closings.
6. Maintains and updates telephone information records.

Note: The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of this job. Incumbents perform other related duties assigned. Specific duties and responsibilities may vary based upon departmental needs.

MINIMUM QUALIFICATIONS

EDUCATION: High School Diploma or GED.

N03TPU - SYSTEMWIDE - TELEPHONE OPERATOR

Page 2

EXPERIENCE: One year in the operation of telephone system equipment.

OTHER:

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

General knowledge of telecommunications equipment and service; of telephone information call handling procedures. Skill in the use of keyboards and basic communication software; in listening techniques for interpreting caller requests. Ability to speak clearly and effectively; to learn and comprehend information regarding functions of departments; to interact with callers in a pleasant and courteous manner and maintain poise under pressure.

OTHER: Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.

CONDITIONS OF EMPLOYMENT