



University System of Maryland Job Class Specification

TITLE: TELEPHONE SERVICES SUPERVISOR
FLSA: NONEXEMPT
EEO6: H40
IPEDS-SOC: S-431011

JOB CODE: N08TVU
JOB TYPE: SYSTEMWIDE
JOB FAMILY/SERIES: OFF TEL

APPROVED BY:
Chancellor Donald N. Langenberg

EFFECTIVE DATE: 07/01/96

JOB SUMMARY

Under general supervision, supervises telecommunications information service operations. Supervises and trains subordinate personnel.

PRIMARY DUTIES

1. Supervises the daily operations of the unit. Establishes work priorities, plans schedules, assigns and reviews work.
2. Recommends, implements and monitors the administration of office policies and procedures.
3. Evaluates and recommends methods for improving quality of work.
4. Conducts training in the use of telecommunications equipment and specialized calling techniques and methods. Prepares training materials and documentation.
5. Enters, modifies and retrieves data for automated directory listings. Tracks employee moves and reorganizations to update listings. Compiles and disseminates current information.
6. Collects, maintains, and prepares data annually for listings in area telephone directories.
7. Responds to moderately complex inquiries and requests regarding equipment services.
8. Operates telecommunications and office equipment including analog and digital telephone systems, computers, photocopiers, and facsimile machines.

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

N08TVU - SYSTEMWIDE - TELEPHONE SERVICES SUPERVISOR

Page 2

duties and responsibilities may vary based upon departmental needs.

MINIMUM QUALIFICATIONS

EDUCATION: High School Diploma or GED.

EXPERIENCE: Three years progressively responsible experience in telephone information services, one year of which was in a lead or supervisory capacity.

OTHER:

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

Comprehensive knowledge of telecommunications information service operations, related equipment, and software; of telephone information call handling procedures. Skill in providing guidance and instruction to telephone service personnel; in the use of keyboards and basic communication software; in listening techniques for interpreting caller requests. Ability to communicate effectively both orally and in writing; to supervise and train assigned employees; 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