

**JOB INFORMATION**

Effective Date	3/19/2024
Job Code:	5218
Job Title:	Telephone Operator
Salary Grade/Structure:	130 - Support Staff
Career Level Name:	
FLSA Name:	Non-Exempt
EEO Code:	40-Clerical and Secretarial
Job Function:	Information Technology
Job Family:	Networking & System Infrastructure
Job Summary	The Telephone Operator is the first point of contact for many of the University's friends, business partners and potential students. Is responsible for the telephone directory information, processing monthly phone bills and other important information. Performs other related duties as assigned.

**COMPETENCIES**

Competencies

Please refer to the [UHCL Human Resources webpage](#) for UHCL core competencies for all eligible job levels.

**QUALIFICATIONS**

Education

Education Level	Education Details	Required/ Preferred	
Associate's Degree	or an equivalent combination of education and experience	Required	
Bachelor's Degree	college credit hours toward a Bachelor’s degree	Preferred	

Work Experience

Experience	Experience Details	Required/ Preferred	
Less than 3 yrs	Two years of experience as a switchboard operator and/or a receptionist in a medium to large business.	Required	
Some	Three years of experience working in an educational environment with a Siemens switchboard.	Preferred	

## Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Preferred	
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## Knowledge, Skills and Abilities

KSAs	Proficiency
<ul style="list-style-type: none"> <li>Must have a strong working knowledge regarding the operation of a Siemens switchboard as well as Microsoft Office Suite.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Experience with call accounting and call collecting software.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Must be able to develop a strong working knowledge of the different departments and schools located on campus and the tasks they perform.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Must have excellent clear and effective oral communication skills in English.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Must be punctual, responsible, dependable, thorough and detail oriented with the ability to handle irate callers in a calm and professional manner.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Must present a professional demeanor in attitude and appearance.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Must be able to multi-task with the ability to prioritize an ever changing work flow.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Must have excellent customer service skills, strong interpersonal skills and be computer and internet savvy.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>General knowledge of the Houston area in order to assist campus visitors.</li> </ul>	Skilled

## JOB RESPONSIBILITIES

Campus Security Authority

Remote Work Capable

## Essential Functions

Essential Function	% TIME
<ul style="list-style-type: none"> <li>Provides accurate information to callers and visitors. Processes monthly telephone bills. Maintains the equipment and employee databases. Assigns long distance codes and contacts the end user regarding their code. Enters work order information into the ticketing system.</li> </ul>	80%
<ul style="list-style-type: none"> <li>Maintains work order completion log for Telecommunications Supervisor. Assists Telecommunications Supervisor on the assignment of electronic fax numbers and other related projects or assignments. Utilizes the different Automatic Call Distributions (ACD) which are implemented on campus.</li> </ul>	10%
<ul style="list-style-type: none"> <li>Runs reports to help Telecommunications Supervisor identify possible telephone fraud. Works with university employees to help identify and notify mass fax companies in order to stop mass faxes from being delivered to campus. Enters data into the call accounting package and manages database.</li> </ul>	5%
<ul style="list-style-type: none"> <li>Serves as the source of information regarding the operation of phone mail, different types of phone sets and how to make long distance calls. Performs other duties as assigned.</li> </ul>	5%

## PRE-EMPLOYMENT

MVR:	Yes
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

## PHYSICAL DEMANDS/WORKING CONDITIONS

### Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing						
Walking						
Sitting						
Lifting						
Carrying						
Pushing						
Pulling						
Climbing						
Balancing						
Stooping						
Kneeling						
Crouching						
Crawling						
Reaching						
Handling						
Grasping						
Feeling						
Talking						
Hearing						
Repetitive Motions						
Eye/Hand/Foot Coordination						

### Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold					
Extreme heat					
Humid					
Wet					
Noise					
Hazards					
Temperature Change					
Atmospheric Conditions					
Vibration					

### Travel Requirements

Estimated Amount	Brief Description