Switchboard Operator

Definition of Class
This is a non-supervisory position in which the incumbent assists in providing telephone information to faculty, staff, students and the public. The incumbent operates the switchboard by answering calls and providing information to the caller. The incumbent reports to the Switchboard Supervisor.

Examples of Work Performed
Answers all incoming calls on the switchboard and provides information to University and general public.

Assists in training new employees and student workers.

Checks computer on an hourly basis.

Assists with billing and registration as required.

Performs similar or related duties as assigned or required.

Essential Functions
These essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring Department.

1. Operates a switchboard to answer incoming calls and provides information to the caller.
2. Participates in the training of new employees.
3. Operates computer terminal.
4. Assists with monthly billing.

Minimum Qualifications
These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to The University of Mississippi's Department of Human Resources in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

Physical Exertion: The incumbent may be required to lift up to approximately 10 pounds.

Vision: Requirements of this job include close vision.
Speaking/Hearing: Ability to give and receive information through speaking and listening.

Motor Coordination: While performing the duties of this job, the incumbent is frequently required to sit; and to reach with hands and arms. The incumbent is occasionally required to use hands to finger, handle or feel objects, tools, or controls.

Experience/Educational Requirements:

Education:
Graduation from a standard four-year high school or equivalent (GED).

Interview Requirements
Any candidate who is called to an agency for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

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