



**Position Title:** Part-Time PBX Operator

**Job Code:** 8300

**Reports To:** Lead Dispatcher

**Grade:** C1

**FLSA:** Non-Exempt

**Job Description:**

The Part-Time Private Branch Exchange (PBX), Operator provides telephone assistance to the public.

**Duties & Responsibilities:**

- Answer all incoming calls to the campus
- Transfer external and internal calls to the appropriate department and/ or employee
- Provide general information about registration deadlines
- Maintain a daily record of all incoming calls to the campus
- Relieve Public Safety Dispatchers when necessary
- Perform other duties as assigned

**Essential Personnel:**

Non-essential

**Minimum Requirements:**

- Experience working with telephone systems
- Must be able to answer multiple calls at the same time and work a flexible schedule
- Must possess computer skills
- Must possess excellent communication and written skills
- Must possess the ability to interact effectively and diplomatically with representatives from a diverse population, both external and internal
- This individual must be able to adapt to the intensity of a high volume office environment, and must be able to provide a high level of customer service

**ACKNOWLEDGEMENT**

I have read and acknowledge receipt of a copy of my job description.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name