



**Job Specification**

**Job Title: Telephone Operator**  
**BCAT Code: 510X EN**  
**Pay Grade: G08**

**Effective Date: April 1, 2007**  
**Revision Date: February 1, 2007**  
**FLSA Status: Non-Exempt**

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**General Description**

Operates the university's telephone system.

**Examples of Duties**

- Answers and directs calls received through the university's switchboard; directs calls to appropriate office, college or department.
- Supplies information to callers and records messages.
- Releases general information concerning the telephone extension of university staff and faculty.
- Keeps record of calls placed and toll charges.
- Logs and reports phone problems with campus telephone system.
- Assists with special phone requests (conference calls, long distance connections, etc.).
- Operates and monitors recording equipment.
- Performs other related duties as assigned.

**Knowledge, Skills and Abilities**

- Knowledge of GSU campus locations, human resources and department responsibilities preferred.
- Effective oral and written communication skills.
- Ability to operate a multi-line telephone system.
- Ability to provide proper customer service.

**Minimum GSU Hiring Standards**

High school diploma or GED and six months receptionist experience; or six months experience operating a multi-line telephone system.

*The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.*