OVERVIEW:
Under general supervision, Supervising Telephone Operators serve as a chief operator for a central telephone switchboard on a CSU campus, train and lead other operators, and perform related work as required.

TYPICAL ACTIVITIES:
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this classification.

Supervising Telephone Operators typically perform work involving some or all of the following duties: lead a group of telephone operators engaged in the operation of a central telephone switchboard; train new telephone operators; maintain efficient service; arrange assignments of operators on the basis of traffic load; adjust complaints; assist in compiling telephone directories; give out routine information; relieve on the switchboard when necessary.

Incumbents must be thoroughly familiar with the organizational structure and functions of the campus so as to be responsive to both incoming and internal calls in the way of providing timely and accurate telephone service.

MINIMUM QUALIFICATIONS:

Knowledge and Abilities:
Thorough knowledge of telephone techniques and switchboard procedures.

Ability to use telephone directories and to memorize names of campus personnel and telephone number stations on the switchboard; acquire a working knowledge of the functions and services of the campus; ask pertinent questions; analyze situations accurately and to take proper action; think and act quickly in emergencies; do light clerical work; read and write at a level appropriate to the duties of the position; speak clearly and pleasantly; schedule and lead the work of others; and maintain cooperative working relationships with callers.

Experience:
Two years of experience in the operation of a central telephone switchboard.