1. **Job Details**

Job title: Telephonist

School/Support Department: Computing Services

Unit (if applicable): Telephones

Line manager: Telephone Operations Supervisor

2. **Job Purpose**

To provide all incoming and internal callers to the main U of E switchboard with a polite and prompt service, ensuring all callers are connected to the appropriate person or section.

3. **Main Responsibilities**

<table>
<thead>
<tr>
<th>Approx. % of time</th>
<th>1. Answer and connect all incoming calls received at the U of E switchboard</th>
<th>65 %</th>
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</thead>
<tbody>
<tr>
<td>25 %</td>
<td>2. Answer and connect all internal users to external/internal numbers.</td>
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<tr>
<td>5 %</td>
<td>3. Connect all Conference calls as indicated by Telephone Operations Supervisor.</td>
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<tr>
<td>5 %</td>
<td>4. Answer queries from internal/external users.</td>
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4. **Planning and Organising**

No planning is required, as volume of calls dictate time scale.

5. **Problem Solving**

- Post holder has to deal with incoming callers who do not know who they wish to speak to, or which section they require.
- Assist any overseas callers where English is not their first language.
- Dealing with difficult callers

6. **Decision Making**

Post holder decides which section to connect callers to when they do not have full information.

7. **Key Contacts/Relationships**
All of the internal users of the U of E telephone system have access to the operator; therefore they must use tact when dealing with users. All external callers, at all levels, making incoming calls to Edinburgh University, frequently from overseas.

8. Knowledge, Skills and Experience Needed for the Job

A minimum of two years switchboard experience is required, gained within a similar environment, but this is secondary to the knowledge of the U of E which can only be gained through day to day operating. Requires good keyboard skills and knowledge of computerised switchboard.

9. Dimensions

U of E has approximately 10000 extensions and all of these individuals have access to the post holder and telephone operators, therefore tact and courtesy must be used at all times. The operator telephone directory contains around 11200 separate listings.

10. Job Context and any other relevant information

Often the main telephone switchboard is a caller’s first contact with the University of Edinburgh and therefore this presents an opportunity to make a good first impression.