

TELEPHONE SWITCHBOARD OPERATOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for the operation of a telephone switchboard for incoming, outgoing, and inter-office or conference calls. The incumbent screens visitors to the agency, directing them to the appropriate staff/unit and answering routine inquiries personally. The work is performed under general supervision allowing for some exercise of independent judgment in carrying out the details of the work according to a prescribed routine. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Operates a switchboard to relay incoming, outgoing, and interoffice telephone calls; Gives out routine information to the public; Maintains a current record of changes in offices and personnel; Takes and gives messages for various offices; Keeps a record of calls and toll charges; May act as receptionist, giving information and directing public; Places long distance calls; Does typing, filing and other routine clerical duties as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good working knowledge of the operation of a telephone switchboard or desk top console; Working knowledge of office terminology, procedures and equipment; Ability to speak clearly and distinctly in a well-modulated and pleasant voice, and to use correct grammatical construction and choice of words; Ability to hear normal telephone conversations; Ability to remember accurately, within a reasonable training period names and locations of personnel in the organization served, and to understand essential departmental operations; Ability to operate a console or switchboard under conditions of emergency or heavy load, calmly and efficiently and train relief operators; Ability to deal tactfully and effectively with the public; Ability to keep records accurately; Ability to understand and follow oral and written instructions; Clerical aptitude; Tact and courtesy; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma.

Adopted 2/18/94

Reviewed 12/12/01; 1/19/07; 3/27/18

Revised 8/19/15