

SWITCHBOARD OPERATOR

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, operates one position on a complex multiple position switchboard or telephone console with a large number of stations (in excess of 5000), or operates a single position board where a large number of inter-county operations are performed. This position is required to give accurate information concerning County operations. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Handles incoming and outgoing calls on a multiple position switchboard or telephone console;

Places long distance calls;

Maintains a current directory of phone numbers of County Government offices and personnel;

Answers questions, responds to complaints or refers them to the proper office or individual;

Provides information regarding changes in locations of County organizations; Gives complex information regarding various County departments and offices; Refers incoming and outgoing calls to the proper locations;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the operation of complex multiple position switchboard or telephone console; thorough knowledge of the techniques of placing and receiving telephone calls; good knowledge of office procedures, terminology and equipment; ability to understand oral and written instructions; ability to get along well with others; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; pleasant speaking voice and clear concentration; initiative; tact; poise; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma, and one year of experience in the operation of a complex multiple position switchboard or telephone console.