

JOB DESCRIPTION
Telephone Operator
Code Number: 18015

GENERAL PURPOSE

Under general supervision, operates a switchboard to answer and refer incoming telephone calls; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A Telephone Operator is primarily responsible for answering and referring all incoming calls on the District's general telephone line which selected or defaulted to the operator. A Telephone Operator is distinguished from an Administrative Assistant I in that the latter performs a wide variety of general clerical support functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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 the class.

Using a switchboard, answers all incoming calls on the District's general telephone line which selected or defaulted to the operator; answers general questions, determines callers' needs and transfers calls to District departments and employees.

Greets visitors to the District's facilities; locates employees for walk in customers with appointments.

Receives and processes incoming mail for the purchasing department.

Issues pagers and cell phones to District employees as well as replaces lost or damaged pagers and cell phones; tracks and maintains directory of assigned pagers and cell phones.

Monitors calls to ensure they are answered or offers voice mail or E-mail service.

Uses a paging system to notify visitors or employees away from their desks of incoming calls.

Answers customer questions regarding emergency situations or service shutdowns.

Provides interpreter services for a significant volume of Spanish-speaking customers.

Maintains telephone log and telephone directory for switchboard use; reports malfunctioning telephone equipment.

Assists other department and District personnel with special projects on an as needed basis.

Performs related duties as assigned.

DESIRED MINIMUM QUALIFICATIONS

Knowledge of:

Methods and procedures for operating a telephone switchboard equivalent to that used by the District; customer telephone etiquette; standard office practices and procedures; District departments and their associated functions, responsibilities and special programs.

Ability to:

Operate a switchboard, computer and other standard office equipment; handle switchboard calls with courtesy, speed and accuracy; use tact and diplomacy in dealing with dissatisfied, confused and upset customers; establish and maintain effective working relationships with those contacted in the course of work; communicate effectively orally and in writing; communicate with the public in a courteous and professional manner by telephone; work independently with a minimum of supervision; follow and apply written and oral work instructions.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent; and six months of experience in operating a switchboard or in performing receptionist or general clerical duties; or an equivalent combination of training and experience.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable

accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to sit for long periods; talk and hear both in person and by telephone; and use hands repetitively to operate, finger, handle or feel office equipment; and reach with hands and arms.

Specific vision abilities required for this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to work with constant interruptions while handling multiple incoming telephone calls; analyze and solve problems in the determination of caller needs; use oral communication skills; deal courteously with other District employees, customers and the public who are often dissatisfied, confused or upset.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, employees are confined to the assigned work station most of the time. The noise level in the work environment is moderately quiet.

FLSA DETERMINATION: Non-exempt.