

**MAJOR FUNCTION**

This is routine work in operating a telephone switchboard. Switchboard operators do routine and repetitive work in the operation of an Electronic Direct-Inward Dialing System. Employees work under general supervision, and refer non-routine problems to a supervisor. Work is reviewed through observation and periodic review.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Answers incoming local and long distance calls, and makes proper connection to person requested; places local and long distance calls; and places inter-office calls. Identifies ongoing problems with telephone response by departments, divisions, or individuals which effect service to citizens or other staff and refers to supervisor for corrective action. Answers routine, non-technical questions; and refers other questions to proper persons. Sorts and files action orders. May keep records of long distance calls and messages which cannot be delivered at once. Performs simple clerical work such as posting simple data, maintaining routine logs, and sorting mail.

**Other Important Duties**

Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Knowledge of the operation of an Electronic Direct-Inward Dialing System with numerous extensions and trunk lines. Knowledge of the location, functions, and personnel of the various departments. Ability to establish and maintain effective telephone working relationships as necessitated by the work. Ability to speak in a pleasant and well-modulated voice. Ability to understand and follow oral and written instructions. Ability to keep simple records accurately. Ability to operate standard office equipment including calculator and copier.

**Minimum Training and Experience**

Possession of a high school diploma or an equivalent recognized certificate.

**Necessary Special Requirements**

At the department director's discretion, must possess a valid Class E State driver's license at the time of appointment.

Revised: 05-01-83  
12-27-83  
01-17-90  
01-24-92  
Retired: 01-31-00  
Revised: 08-08-11