CLASS SPECIFICATION
Switchboard Operator

FLSA Status:   Nonexempt
EEOC Job Category:   Office and Clerical
Union Representation:   Represented

GENERAL PURPOSE
Under general supervision, operates a central private automatic branch exchange switchboard to receive, screen and route calls; takes and transmits messages, places long distance and operator assisted calls and maintains related logs and records; provides standard information to callers; performs routine office clerical functions; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
Switchboard Operator is responsible for receiving phone calls, greeting and routing callers to the correct department or individual, taking messages and providing basic information to the public, staff, student and vendors. Incumbents also perform some basic clerical duties, such as routine data entry or filing.

Switchboard Operator is distinguished from Office Assistant in that an incumbent in the latter class is responsible for performing a variety of routine office clerical duties for a designated department, while the Switchboard Operator’s primary responsibility is to answer, respond to and/or route calls that are initiated through the Switchboard.

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 this class.

1. Operates a central private automatic branch exchange switchboard to receive, screen and direct incoming calls; answers questions and provides basic information to staff, students and the public as requested; places, receives and completes long-distance and operator-assisted calls and maintains related logs, tallies and records.

2. Provides communication assistance and support to District staff and students; uses two-way radio to page necessary personnel, as required; as requested; receives and ensures elevator emergency calls are handled.

3. Performs basic clerical support duties; performs routine data entry; performs routine filing.

OTHER DUTIES
1. Provides basic training to student assistants and temporary employees.
QUALIFICATIONS

Knowledge of:
1. Office administration practices and procedures.
2. Telephone etiquette and correct English usage, including spelling and punctuation.
3. Safety practices and procedures.
4. Location of all Long Beach Community College District departments and work locations.
5. The roles and functions of District departments, operations and school sites.
6. District procedures and forms applicable to assigned duties, including telephone usage policies and procedures.
7. Basic practices and procedures for telephone systems administration.

Ability to:
1. Operate a central private automatic branch exchange switchboard to efficiently and courteously handle a large volume of calls.
2. Communicate orally, clearly and effectively, in English and a designated second language as required.
3. Understand and carry out written and oral instructions.
4. Organize work, set priorities and carry out assigned responsibilities independently.
5. Prepare clear, concise and accurate logs, records and reports.
6. Use tact, discretion and diplomacy in dealing with sensitive situations and concerned people.
7. Establish and maintain effective working relationships with District management, staff, students, the public and others encountered in the course of work.

Education, 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 one year of responsible telephone switchboard experience; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:
None.
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 talk or hear, in person or by telephone; use hands repetitively to finger, handle, feel or operate switchboards and other standard office equipment; and to sit, stand and walk.

Specific vision abilities required by 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 use oral communication skills; read and interpret information; analyze and solve telephone routing problems; make arithmetic calculations; perform repetitive and highly detailed work accurately and attentively; work with constant interruptions; and interact with District administrators, staff, students, the public and others encountered in the course of work, some of whom are upset and dissatisfied.

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.

Employees work under typical switchboard conditions, and the noise level can be moderately noisy.