

## SWITCHBOARD OPERATOR II

### NATURE AND VARIETY OF WORK

This is full performance level clerical work involving the use of multi-button centrex phone console and/or related equipment in providing information and referral services to citizens and county personnel. Subject to extensive public contact, work is performed under general supervision and in accordance with prescribed procedures.

### EXAMPLES OF WORK (ILLUSTRATIVE ONLY)

Answers incoming calls through the County primary telephone lines.

Maintains current record of changes in office and personnel in order to route incoming calls to the appropriate staff.

Provides general information/referral services to the public including directions to various County and public agencies.

Provides correct telephone numbers and dialing instructions to outside callers and extension users.

Refers reports of telephone lines which are out of order to the appropriate personnel, agency or contractor.

Reports any incident such as bomb threats, unwanted calls to the appropriate authority and maintains appropriate logs.

Trains and provides technical guidance to lower level subordinates.

Willingly and cooperatively performs tasks and duties which may not be specifically listed in the class specification or position description, but which are within the general occupational category and responsibility level typically associated with the employee's class of work.

### REQUIRED KNOWLEDGES, SKILLS AND ABILITIES

Knowledge of the geography of the County.

Knowledge of the operations of various County agencies.

Knowledge of telephone equipment, office procedure and modern telephone answering techniques.

Knowledge of message taking techniques.

Ability to speak clearly and distinctly with courtesy, using tact and diplomacy.

Ability to follow simple oral and written instructions.

#### MINIMUM QUALIFICATIONS

High school graduate or equivalent and six months general clerical experience which may include telephone communications responsibilities; or any equivalent combination of training, education and/or experience.

CREATED: 7/1/90