

SWITCHBOARD OPERATOR

Department: General Services

Classification: Competitive

Specification Number: 2550

Approved: 4/21/22

Revised: By JG

MINIMUM QUALIFICATIONS

OPEN COMPETITIVE

Graduation from high school or possession of a high school equivalency diploma and one (1) year of office clerical experience involving responsibility for answering a telephone system, referring calls and taking messages and similar duties.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this title operates a telephone switchboard, console or other telephone equipment for the Town and answers incoming calls to the Town, directing the calls to the correct person as well as greeting visitors to the Town at the entrance window and directing them to the correct location.

TYPICAL WORK ACTIVITIES

- Operates a telephone switchboard or console for the Town;**
- Relays incoming, outgoing and inter-office telephone calls;**
- Answers calls and directs them to the appropriate staff member, section or department;**
- Maintains a current directory of departments, employees and respective phone numbers;**
- Assists with routine clerical duties;**
- May distribute reports to supervisors and may check monthly bills;**
- May operate a paging system or other communication device;**
- Assists with providing information and documentation to the public**

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

General knowledge of switchboards and telephone equipment; good clerical skills, ability to communicate with the public on the phone and in person in a courteous and pleasant manner; physical condition commensurate with the position.