

CLASSIFICATION SPECIFICATION

FLSA:	NEXP	Job Code:	ACV31301
Job Class Code:	020	Salary Schedule:	ASRRSWITC
EEO Category:	06	Grade:	08
Workers Comp Code:	8810		

Job Code Established:	03/22/86	Effective Date:	
Job Code Revised:	01/01/01	Effective Date:	

JOB CODE SERIES: Communications Series

JOB CODE TITLE: SWITCHBOARD OPERATOR I

HRIS TITLE: SWITCHBOARD OPER I

CHARACTERISTICS OF THE CLASS: Typically reports to a Switchboard Operator II. No major decision-making authority. Operates a private branch exchange (PBX) telephone switchboard, and performs limited related clerical duties. Work product consists of efficient ongoing operation of a PBX switchboard; accurate information given on a limited basis; efficient performance of ancillary clerical functions. Responsible for the overall quality of service given to callers; for responsiveness to information requests.

EXAMPLES OF DUTIES: Answers incoming calls and makes appropriate connections. Places and records calls. Arranges conference calls. Gives routine information to callers. Maintains reference directories and performs limited related office functions. May receive and send telegrams. May handle basic complaints. May operate a computer terminal/printer or other equipment for data storage and retrieval. Performs related work as required.

WORK CONDITIONS: No unusual work conditions.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: basic switchboard operations; unit sufficient to give routine information to callers; the procedures used to receive and send telegrams; knowledge sufficient to maintain reference directories and perform other limited clerical functions.

Skill in: operating PBX or comparable telephone equipment; answering incoming calls; making appropriate connections, arranging conference calls, recording calls when necessary.

Ability to: act as a basic information source; perform limited clerical support functions.