

CLASSIFICATION SPECIFICATION

FLSA:	NEXP	Job Code:	ACV31302
Job Class Code:	020	Salary Schedule:	ASRRSWITC
EEO Category:	06	Grade:	09
Workers Comp Code:	8810		

Job Code Established:	03/22/86	Effective Date:	03/22/86
Job Code Revised:	01/01/97	Effective Date:	01/01/97

JOB CODE SERIES: Communications Series

JOB CODE TITLE: SWITCHBOARD OPERATOR II

HRIS TITLE: SWITCHBOARD OPER II

CHARACTERISTICS OF THE CLASS: Typically reports to Unit Supervisor. Has the authority to apply knowledge of State operations in answering, transferring, or referring calls and to exercise judgment in responding to complaints regarding service; to serve as a lead over other PBX operators, to determine training needs, and to make recommendations concerning personnel actions and unit operating procedures, as assigned. Oversees and evaluates operators on a multiple position PBX switchboard and participates in the operation of the PBX as required, or operates a high volume PBX in the State government central telephone system, utilizing extensive knowledge of all State agencies and their functions to answer and route calls throughout the State. Monitoring of switchboard operations to ensure ongoing timely and courteous service; efficient maintenance of office/ personnel schedules, records, and reports; ongoing monitoring of operator training needs. Responsible for the overall quality of PBX switchboard operations for a multiple operator switchboard; for adequately trained operators; for the proper functioning of equipment.

EXAMPLES OF DUTIES: Individual positions may be responsible for some or all of the listed duties and/or other related duties. Answers incoming calls from a variety of trunks and stations in and out-of-state. Places and connects calls using tie lines, foreign exchange lines, government and watts lines. Trains new operators. Maintains routine office/personnel schedules, records, and reports. Is responsible for the maintenance and efficient operation of equipment. Handles complaints regarding services. May serve as a lead over other PBX operators. Compiles and maintains reference directories. Participates in the operation of the PBX as required. 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: State government and its functions sufficient to refer calls appropriately; PBX operations sufficient to serve as a lead over other PBX operators; training principles and techniques.

Skill in: operating PBX or comparable telephone equipment.

Ability to: maintain routine office/personnel schedules, records and reports; maintain equipment needed to ensure efficient operations; handle complaints regarding services; train new operators; deal with the public, employees and State officials using appropriate tact and diplomacy; detect service problem areas and seek appropriate remedies; handle the more challenging complaints; serve in the lead operator capacity.