

PBX OPERATOR

GENERAL STATEMENT OF DUTIES:

Operates a central switchboard answering all incoming calls and makes proper connection to department requested.

SUPERVISION RECEIVED:

Works under the direct supervision of the Office Administrator of the Board of Commissioners.

SUPERVISION EXERCISED:

Supervision is not a responsibility of this position. May be required to train relief help.

EXAMPLES OF PRINCIPAL DUTIES:

An employee in this classification will perform any or all of the following duties. However, these examples do not include all the specific tasks which an employee may be expected to perform.

1. Answers all incoming local and long distance telephone calls and makes proper connection.
2. Answers routine non-technical questions as time permits and refers other questions to proper person.
3. Performs routine clerical and typing duties as assigned by the Office Administrator.
4. Provides copies of ComDev to departments.
5. Monitors ComDev, Unicom, outside lines, jail extension and 800 lines.
6. Assists with other phone management duties as assigned by the Office Administrator.

KNOWLEDGE, SKILL AND ABILITY:

Working knowledge of OMNI system; ability to operate a switchboard under heavy load conditions calmly and efficiently; ability to accurately memorize department extensions; ability to understand essential departmental operations to be able to transfer incoming calls; ability to answer calls with a well modulated and pleasant voice and to use good grammar when answering inquiries.

EXPERIENCE AND TRAINING:

One year of office experience; graduation from high school or any satisfactory equivalent combination of experience and training.