

SCHOOL DISTRICT OF SARASOTA COUNTY

JOB DESCRIPTION

SWITCHBOARD OPERATOR

SALARY SCHEDULE: SSP-5

COST CENTER: 9020

QUALIFICATIONS:

- (1) High School Diploma or equivalent.
- (2) One-year experience with a multi-trunk PABX Telephone switchboard and/or one year secretarial experience.

KNOWLEDGE, SKILLS AND ABILITIES:

Ability to use multi-trunk PABX telephone switchboard to receive and route incoming interoffice local and long distance telephone calls. Ability to greet and interact with the public in order to provide personalized customer service. General working knowledge of the school district. Knowledge of basic office equipment. Ability to work alone or as part of a team. Good oral and written communication skills. Ability to handle highly sensitive issues in a timely and professional manner.

REPORTS TO:

Manager of Telecommunication

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| <p>JOB GOAL</p> <p>To perform the duties and functions of the position so that the effectiveness and efficiency of the office is maintained.</p> |
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SUPERVISES:

N/A

PERFORMANCE RESPONSIBILITIES:

- * (1) Operation of the multi-trunk PABX telephone switchboard.
- * (2) Ascertain nature of telephone call or inquiry and route to appropriate location or respond to inquiry.
- * (3) Assist staff with interoffice local or long distance telephone calls.
- * (4) Report unusual or trouble calls to supervisory personnel.
- * (5) Report conditions which are threatening to life or property to appropriate personnel.
- * (6) Communicate effectively with public, students, co-workers and administration.
- * (7) Respond to inquiries and concerns in a timely manner.
- * (8) Keep supervisor informed of potential problems or unusual events.
- * (9) Provide for a safe and secure work place.
- * (10) Demonstrate initiative in the performance of assigned responsibilities.
- * (11) Model and maintain high ethical standards.
- * (12) Follow attendance, punctuality and proper dress rules.
- * (13) Maintain confidentiality regarding school district matters.
- * (14) Maintain positive relationships with students, parents and staff.
- * (15) Follow all school board policies, rules and regulations.
- * (16) Exhibit the interpersonal skills necessary as an effective team member.
- * (17) Demonstrate support for the School District and its goals and priorities.
- * (18) Perform other incidental tasks consistent with the goals and objectives of this position.

SWITCHBOARD OPERATOR (Continued)

PHYSICAL REQUIREMENTS:

Light Work: Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force as frequently as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan.
Length of the work year and hours of employment shall be those established by the District.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Job Description Supplement No. 05

*Essential Performance Responsibilities