Communications Operator/Receptionist

BASIC FUNCTION:

Under the direction of the Dean of Instruction and Educational Resources, operate a switchboard; perform receptionist and various clerical duties.

REPRESENTATIVE DUTIES:

1. Operate a switchboard; answer and extend calls to appropriate office; provide routine information and assistance; take and transmit messages as requested.
2. Perform a variety of clerical work such as filing as assigned; assist other offices and staff with a variety of clerical duties as directed.
3. Greet, screen and direct visitors to appropriate departments.
4. Train others in the operation of the switchboard.
5. Operate a variety of office equipment as assigned.
6. Assist with receiving, sorting and distributing mail.
7. Update emergency procedures as necessary.
8. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

1. Operation of switchboard.
2. Telephone techniques and etiquette.
3. Modern office practices, procedures and equipment.
5. Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

1. Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, cultural, disability, religious background and sexual orientation of community college students, faculty and staff.
2. Operate a switchboard.
3. Perform receptionist and clerical duties.
4. Provide information in a clear and understandable manner.
5. Work effectively with constant interruptions.
6. Receive the public tactfully and courteously.
7. Operate assigned office equipment.
8. Type at 35 words net per minute from clear copy.
9. Establish and maintain cooperative and effective working relationships with others.
10. Understand and follow oral and written directions.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: One year of clerical experience including the operation of a switchboard.

WORKING CONDITIONS:

ENVIRONMENT:

1. Office environment.
2. Constant interruptions.

PHYSICAL ABILITIES:

1. Hearing and speaking to exchange information in person and on the telephone.
2. Dexterity of hands and fingers to operate a switchboard.
3. Sitting for extended periods of time.

DATE APPROVED: March 1, 1999
RANGE: N-33
EEO-CATEGORY: H-40