JOB POSTING

TITLE: SWITCHBOARD OPERATOR/RECEPTIONIST

SECTION: SECRETARY

DEPARTMENT: ADMINISTRATION

SRN 9:

REPORTING RELATIONSHIP:

Reports to: Administrative Services Supervisor

Supervises the following positions: Not applicable

DEFINITION: Under general supervision, performs a wide variety of professional and responsible receptionist related duties as assigned. Employees in this position will serve as the initial point of contact, either in person or by telephone, with the public. This position will report to either the Coachella location or the Palm Desert location as assigned by the supervisor for the position. Incumbents are expected to provide excellent customer service while handling a significant volume of visitors and telephone calls. Below is a list of duties which may be performed:

1. Greet and receive District’s visitors. Will Serve as District’s initial point of contact, either in person or by telephone, with the public and expected to provide excellent customer service while handling visitors and telephone calls.

2. Assign temporary visitor badges, arrange for visitor to see the person they need and maintain a visitor log.

3. Operate a telephone switchboard. Receive incoming calls and make station connections.

4. Take and relay messages promptly.

5. Use overhead paging system when needed.

6. Provide backup assistance as needed within the Secretary’s Department and the Records Management Department.

7. Perform routine typing, sorting documents and stuffing envelopes.

8. Learn District policies and procedures.

9. Provide District information to the general public.

10. Notify interested parties of time and place of meetings and conferences.

11. Sort and label incoming mail for distribution.

12. Perform other related work as needed.
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MINIMUM QUALIFICATIONS:

Knowledge of:
- Customer service practices
- Correct English usage, spelling, grammar, and punctuation.
- Standard office practices and procedures.
- Office machines and their operation, including typewriters, facsimile machines, copiers, scanners and computers.
- Microsoft Office programs including Outlook, Word, and Excel.

Abilities:
- Maintain sensitive and confidential information.
- Type at a speed of at least 50 words per minute from copy with accuracy.
- Follow oral and written directions.
- Deal tactfully and courteously with customers.
- Establish and maintain cooperative working relations with those contacted in the course of work.
- Operate a computer.
- Operate a switchboard.
- Work overtime as required.

License or Certificates: Valid California Operators license issued by the State Department of Motor Vehicles. Department of Motor Vehicles driving record may influence employment or classification.

Education: High school diploma or equivalent. Any office related courses would be helpful.

Experience: Two years of increasingly responsible office administrative or secretarial experience preferred, or an equivalent combination of training and experience that would likely provide the required knowledge and abilities would be qualifying.

PHYSICAL REQUIREMENTS:

Driving: None.

Sit for prolonged periods of time.

See Human Resources for physical assessment form.