JOB DESCRIPTION

TITLE: SWITCHBOARD OPERATOR

SECTION: SECRETARY

DEPARTMENT: ADMINISTRATION

SRN 9: $2668 - $3195

REPORTING RELATIONSHIP:

Reports to: Administrative Services Supervisor
Supervises the following positions: Not Applicable

DEFINITION: Under general supervision, operates a telephone switchboard, gives routine information to the public; performs a variety of general clerical work requiring typing.

ESSENTIAL FUNCTIONS:

1. Operate a telephone switchboard. Receives incoming calls and makes station connections.
2. Provides back-up assistance for the Security Attendant.
3. Required to use the overhead paging system when needed.
4. Keeps accurate records of long distance calls and toll charges.
5. Performs clerical work requiring knowledge of District policies and procedures. Will be required to perform routine typing, posting records, sorting, and stuffing envelopes.
6. Provides information to the public.
7. Takes and transmits messages; gives routing information as requested, notifies interested parties of time and place of meetings and conferences.
8. Sorts and labels incoming mail for distribution.
9. Performs other related work as needed.

MINIMUM QUALIFICATIONS:

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.

Experience and Special Requirements: One year clerical experience and at least six months of switchboard experience. Must be bilingual in English/Spanish.

Knowledge of:
-Operation of a telephone switchboard system.
-Office equipment and procedures.
JOB DESCRIPTION

-Business English including vocabulary, spelling, correct usage and punctuation.

Abilities:  
-Operate a multiple telephone switchboard.
-Use standard business machines.
-Understand and carry out oral and written directions.
-Type accurately 50 words per minute.
-Meet the public tactfully and courteously and answer questions in person or over the telephone.
-Speak in a clear and distinct manner.

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

PHYSICAL REQUIREMENTS:

Driving: None.

Sit for prolonged periods of time operating a computer workstation.

See Human Resources for physical assessment form.

The Coachella Valley Water District reserves the right to change or modify the terms, conditions and salary of this position, or to withdraw this position at any time.