

SWITCHBOARD OPERATOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves operating telephone switchboards to relay incoming and inter-office calls, make connections with outside lines for outgoing calls, establishing connections between subscribers, and supplying information. The work is performed under general supervision. A Switchboard Operator does related work as required.

TYPICAL WORK ACTIVITIES:

- Operates switchboard to relay incoming calls or place outgoing calls;
- Supplies information to callers and records messages;
- Greets callers and directs them to proper offices;
- May perform some basic clerical tasks associated with office operations and switchboard operations.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Knowledge of office terminology, procedures, and equipment; skill in switchboard operations; ability to meet the public cordially; ability to understand and follow oral and written instructions; clerical aptitude; dependability; initiative; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

A) Graduation from high school or possession of a high school equivalency diploma;

OR

B) One year of work experience involving public contact.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 8/8/89