



COMMUNICATIONS OPERATOR/RECEPTIONIST

SALARY GRADE: [C1-33](#)

DEFINITION:

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

EXAMPLE OF DUTIES AND RESPONSIBILITIES:

Depending upon assignment, duties may include, but are not limited to, the following:

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.

EMPLOYMENT STANDARDS:

Knowledge of:

1. Operation of switchboard.
2. Telephone techniques and etiquette.
3. Modern office practices, procedures and equipment.
4. Correct oral and written usage of English.
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, religious, and cultural backgrounds, disability, 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:

1. High school diploma.
2. One (1) 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 computer keyboard.
3. Seeing to read various materials.
4. Standing for extended periods of time.
5. Reaching overhead, above the shoulders and horizontally.
6. Bending at the waist, kneeling or crouching.
7. Lifting, carrying, pushing or pulling objects up to 30 lbs.

Date Approved: March 1, 1999

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