

DESCRIPTION: Under general supervision, performs public access work by receiving, screening, and routing telephone callers, visitors, and/or electronic communications and answering basic/routine questions; performs routine clerical and mail related support work; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

Positions in this job classification are engaged in initial contact with customers, clients, and the public at front desk counters, by telephone, email, and written correspondence. This contact work involves referring callers/visitors to other agency employees and relaying requests and information between customers/clients and agency employees. Positions are not expected on a regular, on-going basis to answer questions or complaints concerning agency processes, records, forms, or actions nor provide any assistance beyond directory and referral information.

Positions evaluating, determining, and approving the eligibility of customers or clients for an agency's services, or providing technical/program assistance, or coordinating emergency aid, would be classified to program or staff aid and assistance, or security/emergency communication related classes. Positions primarily providing standard office, clerical, secretarial support, or administrative support to other agency employees, supervisors, or managers would be classified to the appropriate clerical or support or other specialized assistance classes.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Operates a telephone switchboard to receive and place calls, conserve staff time, provide information, direct inquiries to the appropriate agency employees or offices, take messages, and make appointments.

Greets visitors and customers to conserve staff time, provides information, gives directions, takes messages, makes appointments.

Operates public address systems, radios, paging systems, and other communication devices to facilitate communications.

Controls customer, client, vendor, visitor and/or employee traffic to provide required security and safety.

Logs in/out arrival/release of clients and their personal mail and property, and records calls, contacts, and/or visitations to preserve a record of activities for future information, audits, and/or investigations.

Develops and updates telephone, address, staff, and client directories, building diagrams, and other references and guides to provide ready answers to inquiries.

Types letters, labels, and narrative, numerical, or graphic information to facilitate the processing or documentation of information; files documents and other material, and/or enters/scans numerical or graphic information, into existing spreadsheets, filing and database systems, as needed.

S01511 – SWITCHBOARD OPERATOR/RECEPTIONIST (continued)

Receives, sorts, logs in/out, and routes/delivers correspondence, packages, business mail/emails and other documents, and logs in/out mobile telephones and pagers, and keys and access cards, and orders and stocks office supplies, to ensure proper distribution, storage, or further processing of these items, as needed.

Operates office equipment such as switchboard and other multi-line telephone systems, personal computers, typewriters, reproduction and scanning equipment, multi-sorters, collators, calculators, facsimile machines, posting and mailing machines, and associated software.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: office/business/secretarial/clerical support procedures and practices; customer service and telephone etiquette practices.

Ability to: interact tactfully and courteously with visitors, customers, clients, agency employees, and the public in a non-abrasive manner; communicate clearly and project a pleasant demeanor work under pressure; learn the organization and location of agency units, functions, and key employees; learn general informational materials distributed by the employing agency; learn the agency's office support procedures and practices; learn to use employing agency references and telephone guides; learn the operation of the agency's switchboard and other related communication equipment and practices.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Coursework, training, or experience in office support or experience in public contact, customer service, or answering the telephone for others.

SPECIAL NOTES:

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).