

VICTOR VALLEY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: SWITCHBOARD OPERATOR/RECEPTIONIST

FLSA STATUS: NONEXEMPT

BASIC FUNCTION:

Under the direction of the Coordinator of Student Services, operate a telephone switchboard and provide information to callers; serve as a receptionist and perform general clerical, mail processing and typing work as assigned.

REPRESENTATIVE DUTIES:

Operate a telephone switchboard; receive incoming calls and make appropriate connections; receive and greet callers and direct them to appropriate personnel or department. *E*

Receive and transmit messages; provide routine information to callers as requested including assisting callers with directions to College and other facilities; remain abreast of current general information related to District events and cancelled classes. *E*

Distribute incoming mail; prepare and process outgoing mail, including bulk mailings; maintain postage meter records; assist with folding, stuffing, labeling, stamping and preparing material for mailing and distribution; open unidentified mail and process according to department policies and procedures; deliver bulk mailings to post office as assigned. *E*

Sort and distribute payroll checks and check stubs; verify proper identification as necessary when distributing checks to individuals; mail checks as required. *E*

Greet, direct and provide information to students and visitors; collect and record homework from students as required.

Operate a computer to maintain records, general lists and other materials; complete and maintain records of long distance calls.

Maintain current listings of extensions and locations of offices, staff and organizations; requisition maintenance and repair services for office equipment.

Train and provide direction to substitute and relief switchboard operators as required.

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Operation of a multi-line central branch telephone system.

Switchboard Operator/Receptionist – Continued

Modern office procedures and a variety of receptionist duties.
Basic postal rules and regulations.
Interpersonal skills using tact, patience and courtesy.
Operation of various office equipment.
Basic record-keeping techniques.
Telephone techniques and etiquette.
Responding appropriately to emergency phone calls and situations.
Proper lifting techniques.

ABILITY TO:

Operate a telephone switchboard and provide information to callers.
Serve as a receptionist and perform general clerical, mail processing and typing work as assigned.
Operate a variety of office equipment including copiers, postage machines, scales, etc.
Answer telephones and greet the public courteously.
Compile basic data and maintain accurate records.
Process incoming and outgoing mail.
Operate a computer terminal.
Train and provide work direction.
Communicate effectively both orally and in writing.
Learn District organization, operations, policies and objectives.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and one year of general clerical experience.

WORKING ENVIRONMENT AND PHYSICAL DEMANDS:

Disclosure:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal Office Environment:

While performing the duties of this job, the employee is regularly required to lift heavy packages (up to 60 lbs); use hands to type or handle materials; sit and stand for extended periods of time; see to read and distribute mail; and hear and speak to communicate and provide information to others.

Incumbents may be exposed to contact with dissatisfied or abusive individuals.