

PBX Operator

FLSA Status: Non-Exempt

Pay Grade: 4

Job Title ID: 19305

Job Series/Job Family: Information Technology Series / Telecommunications Family

Reports To

Manager, Telecommunications

Job Purpose

To operate the College#039;s PBX telephone system; efficiently answer, screen and route incoming calls; serve as a receptionist for designated departments as assigned.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Answers and screens calls to the College's general information number; routes calls to the most appropriate location.
2. Provides general information such as registration times and locations as requested; answers general questions and directs walk-in traffic.
3. Maintains an updated telephone directory to facilitate the efficient routing of calls.
4. Receives outside deliveries such as UPS and Federal Express for the College, notifies relevant department of delivery arrivals; records and maintains the College manifest for each delivery received.
5. Performs general office duties including filing, sorting, and mailing purchase documents.
6. Assists College personnel with use of the fax machine; notifies departments regarding the arrival of incoming faxes; performs general maintenance on fax machine as specified.
7. Records special telephone messages announcing holiday schedules or the closing of the College.
8. Serves as receptionist to departments as assigned.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Switchboard and PBX systems.
- Telephone etiquette and protocol.
- Fax machine use and maintenance.
- Delivery processes and manifests.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining an established work schedule.
- Maintaining confidentiality of work related information and materials.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Efficiently answering, screening, and routing incoming calls.

- Coordinating and receiving deliveries.
- Performing general office duties including filing, sorting, and mailing documents.

Computer Skills

Required

- Demonstrated proficiency using standard office software applications.

Physical Requirements

Required

- Occasional lifting of objects up to 10 pounds
- Subject to sitting or standing for extended periods of time, walking, sitting, bending, reaching, kneeling, pushing, and pulling.
- Work is primarily performed in a standard office environment

Work Experience

Required

- One year experience as a PBX or switchboard operator.

Preferred

- Customer service work experience.

Education

Required

- High School diploma or equivalent.

Other

Preferred

- Knowledge of Meridian M2250 Console.

Safety

Required

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.