

**PBX OPERATOR-RECEPTIONIST**

**DEFINITION**

To operate a non-multiple private branch exchange switchboard and provide routine information to the public.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the departmental manager.

**EXAMPLES OF DUTIES**

Duties may include, but are not limited to, the following:

Receive and greet office callers and refer them to proper persons and offices.

Operate a private branch exchange switchboard and make station connections.

As requested, place, receive, and complete long-distance calls; maintain accurate records of long-distance calls and toll charges; check accuracy of phone bills and prepare for billing.

Take and transmit messages.

Provide routine information as requested; inform interested parties of time and place of meetings and conferences.

Answer emergency phone, obtain all information correctly and call ambulance or fire department as needed.

Update office information lists for quick reference by all PBX operators regarding information, such as registration, teachers' schedules, and hours of departments.

Compile and keep up-to-date the telephone directory for campus use.

Notify the telephone company of trouble with telephones or switchboard.

Make appointments and introduce callers.

Sort and distribute mail.

Compile and maintain records.

May monitor mail budget and supervise student assistants.

Perform related duties as assigned.

May prepare and distribute District mail and U.S. mail; transport bulk mail to post office.

(Over)

**MINIMUM QUALIFICATIONS**

Knowledge of:

Correct English usage and vocabulary.  
Modern office methods, procedures and equipment.

Skill to:

Learn and operate a non-multiple PBX switchboard.  
Perform general clerical work.  
Learn and become familiar with extensions and District and college activities and events.  
Communicate effectively and tactfully in both written and oral form; speak with clear, pleasant and gracious voice.  
Understand and carry out both written and oral instructions in an independent manner.  
Establish and maintain cooperative work relationships with those contacted in the performance of required duties.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and skills is qualifying. A typical way to obtain the knowledge and skills would be:

Experience:

One year of office experience, including or supplemented by training on and/or operation of a switchboard.

Training:

Equivalent to completion of the twelfth grade.