STATE CENTER COMMUNITY COLLEGE DISTRICT  
PHONE COMMUNICATIONS OPERATOR/TECHNICIAN

DEFINITION

Under direction maintains records and diagnoses problems with phone system and recommends alternative solutions, operates a phone communications switchboard, provide basic information as a receptionist and performs general clerical work.

DISTINGUISHING CHARACTERISTICS

This classification performs duties in accordance with clearly defined instructions or established office procedures. This is a position that differs from the lower levels in the series by the responsibility for system maintenance activities, work being less closely supervised and less routine in nature.

EXAMPLES OF DUTIES

Performs record keeping duties on phone usage, inventory, repair, and changes; utilizes the computer to input and retrieve data; diagnoses system problems and makes routine repairs or estimates labor and materials costs for ordering repairs as needed; confers with staff on communication needs and recommends alternative solutions; provides training on system features; performs switchboard and receptionist duties; assisting with a variety of clerical work, filing materials, preparing mailings, and duplicating materials. Operates a variety of office machines including copiers, calculator, switchboard, and folding machines. May perform other related duties as needed.

EMPLOYMENT STANDARDS

Education: Formal and informal education equivalent to completion of the twelfth grade

Experience: Experience installing, operating, and maintaining a telecommunications system.

Knowledge and Abilities: Knowledge of and ability to operate tools to install, maintain and repair telephone equipment. Knowledge of proper telephone layout for effective and efficient use and access. Ability to use and maintain hand tools and test equipment; estimate time and materials necessary to complete work orders, read and interpret blue prints. Knowledge of telephone etiquette and modern office practices. Skill to recognize and appropriately interact with obscene or threatening callers. Knowledge of and ability to employ correct English usage, spelling, grammar and punctuation. Skill to accurately type at a sufficient speed to maintain work flow. Ability to receive and follow instructions and appropriately interact with students, staff, faculty and the public. Ability to learn and apply college and district policies and procedures.

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Approved: September 21, 1992
Salary Range: 48
Revised by PC August 21, 2012