STATE CENTER COMMUNITY COLLEGE DISTRICT
PHONE COMMUNICATIONS OPERATOR II

DEFINITION

Under direction operates a phone communications switchboard, provides basic information as a receptionist and performs general clerical work.

DISTINGUISHING CHARACTERISTICS

This classification performs uncomplicated, well-defined duties in accordance with clearly defined instructions or established office procedures. This is a second level position that differs from the lower level in the series by the responsibility for or limited variety of activities, work being less closely supervised and less routine in nature.

EXAMPLES OF DUTIES

Performs switchboard and receptionist duties including taking messages and providing a variety of general information about the college and the district; assisting with a variety of clerical work, including typing, proof-reading, filing, checking and recording information on records from rough drafts, notes, or general instructions; filing materials, preparing mailings, and duplicating materials. Operates a variety of office machines including copiers, calculator, switchboard, folding machines, etc. Retrieves data from telephone computer, records and distributes to campus offices. May perform other related duties as needed.

EMPLOYMENT STANDARDS

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

Experience: Experience independently operating a telephone switchboard system while interacting with the public.

Knowledge and Abilities: Knowledge of and ability to operate telephone switchboard, standard office machines and equipment. Knowledge of proper 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. Ability to type at 45 nwpf from clear copy. 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.