

TELEPHONE OPERATOR AND INFORMATION CLERK
TELEPHONE OPERATOR AND INFORMATION CLERK-BILINGUAL (Spanish)

DEFINITION

Under general supervision, to operate a private branch telephone switchboard and route calls to appropriate school and District personnel; to perform receptionist duties at the District Office and provide information and directions; to perform general clerical duties in support of the personnel function; and to perform related duties as assigned. A bilingual position performs the same duties in English and Spanish.

TYPICAL DUTIES

Operates a telephone console, connecting callers to proper offices and personnel; assists employees in making local and long distance calls. Performs receptionist duties, greeting, directing, assisting vendors, prospective employees, parents, and other visitors to the District Office. Provides routine information concerning District meetings, activities, locations, and operations; refers callers to District personnel for more detailed information. Trains relief operators and prepares recorded messages for use appropriate during non-business hours; refers telephone service requests to appropriate personnel. Performs a variety of clerical duties in support of the personnel functions; distributes employment applications and assists applicants in completing forms; accepts completed applications and assures proper completion; operates standard office equipment. Performs related duties as assigned.

A Telephone Operator and Information Clerk-Bilingual (Spanish) performs the same duties as above and assists non-English speaking callers/visitors; may translate between English and Spanish for non-English speaking caller and District personnel and may translate routine written materials into Spanish.

EMPLOYMENT STANDARDS

Knowledge of: Operation of a multi-line telephone console and standard business machines; reception techniques and telephone etiquette; modern office practices, procedures and equipment.

Ability to: Operate a switchboard; operate modern office equipment; greet the public with tact, patience, and courtesy; work cooperatively with others; speak clearly and distinctly on the telephone. Maintain a high level of attendance, reliability, and dependability; use good judgment in handling or referring non-routine calls. A bilingual position must have the ability to speak, read, and write Spanish and English clearly and correctly.

Essential Physical Activities and Work Environment: Work is performed in the District Office reception area. Must have sufficient physical ability and stamina to sit for long periods of time, operate a switchboard, and use voice constantly; speak clearly and distinctly; remain in an area subject to some heat and other conditions from individuals entering and exiting; meet and greet people all day long. Must have mental ability sufficient to perform general clerical tasks and to comprehend inquiries.

Typical Background: Graduation from high school and one year of general clerical experience involving extensive public contact.

Qualifications: In order to be considered qualified for a vacancy in this classification, a candidate must possess the required background and successfully demonstrate such background, knowledge, skills and abilities through an examination process.