

SWITCHBOARD SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of an administrator, an incumbent of this class is responsible for supervising and coordinating the operation of a multiple position switchboard or attendant consoles and the efficient handling of telephone calls. Responsibility also involves routine clerical and administrative support functions to ensure the effective and efficient operation of the switchboard. Supervision is exercised over a number of operators. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Supervises and coordinates the activities of operators involved in the operation of a multiple position switchboard or attendant consoles serving a large number of stations and dispersed county offices including trunk and tie lines and numerous extensions;

Supervises and trains new employees in both operations of the telecommunication system and in knowledge of county departments, personnel and related matters;

Prepares reports and statistical data as required by administrative staff of unit activities and utilization patterns;

Functions as liaison with telephone company, vendors and the Telecommunications Division when questions or problems arise with equipment or service and to order new installations;

Maintains a current directory of all phone numbers both by office and personnel;

Makes recommendations to improve the efficiency of the operating board;

Relieves and fills in for operators during their absences to ensure proper coverage;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail or database software in performing work assignments;

May perform other incidental tasks, as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the operation of a multiple position switchboard or attendant console; thorough knowledge of the technique of placing and receiving telephone calls; knowledge of office procedures, terminology and equipment; ability to maintain meaningful records; ability to plan and supervise the work of others; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to speak, read, write, understand and communicate sufficiently in English to perform the essential duties of the position; ability to get along well with others; mental alertness; pleasant speaking voice and clear enunciation; initiative; tact; poise; good judgment; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either a) three years of experience where the primary function of the position was in the operation of a multiple position switchboard; or b) three years of experience where the primary function of the position involved answering a telephone and routing phone calls using a multiple line telephone or attendant console consisting of more than ten telephone lines; or c) a combination of the foregoing experience as described by the limits of a) and b).

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.