

SWITCHBOARD OPERATOR

DEFINITION OF WORK

Under general direction, the purpose of switchboard operator positions is to answer incoming telephone calls for the Cumberland County Sheriff's Office and reroute calls to the proper person or department. Employees perform basic clerical, secretarial, and general office assistance work; greet and log in/out visitors; and answer routine questions from the public. Duties require employees to understand programs, policies and procedures as required by established policies and procedures of the Sheriff's Office as well as standards set forth by CALEA.

EXAMPLES OF WORK

Answers incoming telephone calls and routes them to proper person or department; answers routine inquiries; contacts various parties to notify of meetings or other events; types correspondence, reports, meeting minutes, tabulations, statements, schedules, logs, card records, and/or other materials from rough draft or detailed instructions; may review and edit prepared material; maintains inventory records; establishes and maintains a variety of files, filing and retrieving material as necessary; prepares photo copies of material; sorts and distributes incoming mail; processes outgoing mail; may travel to post office to retrieve or post mail; receives and transmits material via facsimile machine or e-mail; logs in visitor information to secured areas within the Sheriff's Office; maintains a sign-in and sign-out key log for keys to areas in the Sheriff's Office and Courthouse; and receives after hour calls for the Extended Duty Social Service workers. Employees perform work as required.

EMPLOYMENT STANDARDS

Education and Experience:

High school diploma or GED and demonstrated possession of knowledge, skills and abilities gained through at least one year of office assistant, secretarial or records processing experience involving the use of computer-driven word processing, spreadsheet and database programs; or an equivalent combination of education and experience.

Knowledge, Skills, and Abilities:

Position requires: general knowledge and skills to operate a switchboard with speed and accuracy; knowledge of punctuation, grammar, spelling and arithmetic; and some knowledge of routine office practices, procedures, equipment and standard clerical techniques, including a familiarity of popular computer-driven word processing and spreadsheets. Work requires the ability to: understand and follow oral and written instructions; exercise tact and courtesy in frequent contact with the general public; and establish and maintain courteous relationships with Sheriff's Office employees, supervisors, representatives from organizations and the general public so as to maintain good will toward the department and project a good departmental image.

SPECIAL REQUIREMENTS

Employee must attend all required Sheriff's Office in-service training for this position. Employee must remain current on changes in Sheriff's Office policies and procedures. Approximate time needed to fully train an individual to perform the basic operations of switchboard would be one month.

Some positions within classification may require a valid North Carolina driver's license. Background check with local law enforcement agency required. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the county policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA REQUIREMENTS

Requires the ability to perform coordinated movements involving placing and turning motions, such as sorting, filing and retrieving. Some tasks require the ability to perceive and discriminate sounds. Some tasks require visual perception and discrimination. Some tasks require oral communication ability. Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, toxic agents, violence, disease, or pathogenic substances.

PHYSICAL REQUIREMENTS

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.