



**DOÑA ANA COUNTY  
JOB DESCRIPTION**

<b>POSITION TITLE:</b> Switchboard Operator		<b>PAY GRADE:</b> B21	
<b>DEPARTMENT:</b> County Manager		<b>FLSA:</b> <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	
<b>REPORTS TO:</b> Executive Administrative Assist.		<b>LEAD:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>BARGAINING UNIT:</b> N/A		<b>SUPERVISOR:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
<b>APPROVED:</b>  _____		2/15/21	
<i>Department Head/Elected Official</i>		Date	
 _____		2/22/21	
<i>Human Resources Director</i>		Date	

**I. PURPOSE SUMMARY.** The overall purpose of the Switchboard Operator position is greeting visitors and receive incoming phone calls to the County Building and to provide support to the County Manager's Office.

**II. ESSENTIAL DUTIES.**

Reception:

- Serves as the first point of contact to the public. Greet visitor, determine nature or purpose of visit and direct them to specific destinations.
- Requires an understanding of the departments and their functions.

Telephones:

- Operates a multi-line phone system.
- Answers incoming calls, screens the purpose of the call and forwards the call to appropriate personnel or department, take messages
  - Take messages when necessary by recording name, time, date, nature of business and person to whom the call is directed and provide to appropriate personnel or department.
- Back up for County Manager Secretary/Receptionist

Clerical: Performs a variety of general clerical functions, including but not limited to:

- General:
  - Compose routine departmental correspondence and ensure accurate spelling, grammar, punctuation, accuracy and composition.
  - Copy or scan documents as requested.
  - Review emails and respond accordingly
  - Submit and track work orders
  - Maintain desk information
  - Communicate with guards regarding security issues
  - Maintain bulletin board postings for meetings and notices.
  - Assist with RAP sessions by preparing sign-in sheets and logging attendance.
  - Receive on approved invoices.
- Mail:
  - Open, review, sort and distribute incoming mail, to include, date stamping and logging all mail into mail log and scan into shared folder.
  - Assist Mail Clerk with sorting and/or bulk mail.
- Room Reservations
  - Coordinate, schedule and maintain calendar of events for Multi-Purpose Rooms.
  - Provide security and maintenance with weekly printouts of the room reservations
- Agenda

- Assist with agenda binders
- Assist with BOCC Meeting set-up.
- Maintain invocation list by contacting provider and reminder calls.

**III. ADDITIONAL DUTIES.** Other related duties as assigned.

**IV. QUALIFICATIONS.**

**A. Education.** High school diploma or GED required.

**B. Experience.** Three (3) years of full time general office work experience as a receptionist, customer service clerk or similar capacity. Experience with governmental organization and/or knowledge of county government is preferred. Bilingual (English/Spanish) preferred to effectively communicate with the public.

**C. Education/Experience substitution.** In accordance with County policy.

**D. Licenses/Certifications.** Valid Driver's License and must maintain a satisfactory driving record.

**E. Other (e.g., post-offer medical exam, polygraph, background check, driver's license record, etc.).** Background check. Bi-lingual (English/Spanish) preferred.

**1. KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED BY THE POSITION:** Ability to accurately use a multi-line phone and headset. Must have the ability to interact with personnel and the public in a courteous and respectful manner. The employee must be able to communicate effectively both orally and in writing. Should be able to work independently and have the ability to make decisions under minimal supervision. Filing, typing and record keeping skills. Must maintain strict confidentiality. Establish and maintain effective, professional working relationships with other employees, elected officials and the public. Knowledge of specific software programs, including MS Word, Excel, and Outlook.

**2. FREEDOM TO ACT.** The supervisor provides continuing or individual assignments by indicating generally what is to be done, limitations, quality and quantity expected, deadlines and priority of assignments. The supervisor provides additional, specific instructions for new, difficult, or unusual assignments, including suggested work methods or advice on source material available. The employee uses initiative in carrying out recurring assignments independently without specific instructions, but refers deviations, problems and unfamiliar situations not covered by instructions to the supervisor for decisions or further direction. The supervisor assures finished work and methods used are technically accurate and in compliance with instructions or established procedures. Review of work increases with more difficult assignments if the employee has not previously performed similar assignments.

**3. GUIDELINES AND JUDGMENT.** The number and similarity of guidelines and work situations require the employee to use judgment in locating and selecting the most appropriate guidelines, references and procedures and for application and in making minor deviations to adapt to specific cases. Where existing guidelines cannot be applied, or significant deviations from the guidelines are proposed, supervisory assistance is required. Maintain Elected Officials confidence in confidentiality of subject matters.

**4. PHYSICAL DEMANDS.** While performing the duties of this job, the employee must be able to communicate effectively both orally and in writing. The employee must be able to operate specific office equipment, and must be able to move about the work environment. The employee must frequently move or re-position up to 10 pounds, occasionally, 25 pounds. Specific vision abilities include close vision and the ability to adjust focus.

**5. WORK ENVIRONMENT.** Essential duties are performed indoors under normal controlled temperature conditions. Work surface is even, carpeted, tiled and/or a concrete floor.

**6. SUPERVISORY RESPONSIBILITY.** Work is performed under general supervision of the Executive Administrative Assistant to the County Manager.

**V. EMPLOYEE ACKNOWLEDGEMENT:**

I have read my Job Description and understand my assigned responsibilities, and have been given a copy of this Job Description. I have also received a copy of the Personnel Policies and Procedures Handbook, and understand that I am responsible for reading and following all relevant policies and procedures outlined in it. I also certify by my signature below that I am able to perform the essential functions of this Job Description with or without reasonable accommodation.

Accepted by: \_\_\_\_\_  
*Employee* *Date*