

SANTA BARBARA COUNTY EDUCATION OFFICE  
Personnel Commission

**SWITCHBOARD OPERATOR/RECEPTIONIST - BILINGUAL**

**Basic Function**

Under the direction of the designated supervisor, operate a computerized telephone system; receive incoming calls in both English and Spanish, communicate with employees and the public in both English and Spanish; train substitute operators; serve as receptionist and information provider.

**Essential Duties and Responsibilities**

- Operates a computerized telephone system; answers incoming telephone calls; makes necessary connections; takes messages and provide information clearly in both English and Spanish.
- Serves as receptionist for the main complex; provides assistance, information and directions to visitors.
- Coordinates and maintains Personnel Conference Room scheduling calendar.
- Trains substitute switchboard operators as necessary.
- Maintains a variety of records and files involving telephone; operates a variety of equipment such as calculator, typewriter, copy machine and emergency alarm.
- Maintains reception area in an orderly and attractive manner.
- Assists with a variety of clerical work, including computer data entry.
- Alphabetizes absence reports and credentials in preparation for filing.
- Performs related duties as assigned.

**Qualifications**

- **Knowledge and skills**  
Requires working knowledge of modern office practices, procedures and equipment. Requires knowledge of reception and telephone techniques and etiquette in both English and Spanish. Requires working knowledge of record-keeping techniques. Requires knowledge of correct verbal and written English usage, grammar, spelling, punctuation and vocabulary, oral and written communication skills, and correct verbal Spanish usage, grammar and vocabulary. Requires knowledge of interpersonal relations skills using tact, patience and courtesy.
- **Abilities**  
Requires the ability to carry out the essential functions of the position with general supervision. Requires the ability to learn County Education Office organization, operations, policies and objectives, to understand and follow oral and written directions, and to work independently with little direction. Must be able to receive, place and respond to local and long distance

telephone calls and operate a variety of office equipment including a computer, typewriter, copier and switchboard. Must be able to keyboard at an acceptable rate of speed and make arithmetic calculations quickly and accurately. Must be able to establish and maintain effective working relationships with others including the ability to train and provide work direction to others. Requires the ability to analyze situations accurately and adopt an effective course of action, and meet schedules and timelines. Requires the ability to communicate fluently in Spanish and English with correct grammar and vocabulary. Must maintain records, prepare reports, and work confidentially with discretion. Must be able to learn about school programs and location of programs and office personnel and deal tactfully with employees and the public.

▪ **Physical Abilities**

Function indoors in an office environment engaged in work of primarily a sedentary to moderately active nature. Ambulatory ability to sit, often for long periods of time. Near visual acuity to read printed materials, computer screen, and observe activity. Auditory ability to carry on conversations in person and over the phone. Manual and finger dexterity to write, to keyboard at an acceptable rate and operate computer and common office equipment.

▪ **Education and Experience**

Graduation from high school or general equivalency diploma and two years of experience in the operation of a computerized telephone switchboard.

**Working Conditions**

Indoor environment with minimal exposure to health and safety considerations.

**APPROVED BY PERSONNEL COMMISSION:** November 20, 1991

**REVISED BY PERSONNEL COMMISSION:** January 26, 1996

**REVISED BY PERSONNEL COMMISSION:** February 22, 1996

**REVISED BY PERSONNEL COMMISSION:** January 23, 2003

**REVISED BY PERSONNEL COMMISSION:** August 20, 2004

**REVISION PENDING PERSONNEL COMMISSION APPROVAL:** June 28, 2012