

Killeen Independent School District Job Description

Job Title: Switchboard Operator
Department: Education Services
Reports To: School Principal/Campus Director
FLSA Status: Non-exempt

SUMMARY

Receives callers at campus, determines nature of business, and directs callers to destination by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Operates a 5-line switchboard system routing calls throughout the KISD school system.

Takes messages for employees and/or students assigned to the campus and ensures that messages are delivered accurately and timely to the intended party.

Greets and directs visitors to appropriate office or building.

Performs other such tasks that may be assigned by supervisor.

SUPERVISORY RESPONSIBILITIES This job has no supervisory responsibilities.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. There may be alternatives to the qualifications as the Board of Trustees may find appropriate. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE Must possess a high school diploma or hold a general education degree (GED) certificate and general clerical/secretarial experience.

LANGUAGE SKILLS Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine correspondence. Ability to speak effectively to visitors or employees of school district.

MATHEMATICAL SKILLS Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

REASONING ABILITY Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

OTHER QUALIFICATIONS Must take KISD typing test and have a minimum score of 40 wpm with 7 errors or less. In addition, must take an alphanumeric data entry test and have a minimum 7,000 kph with 7 errors or less.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; and stoop, kneel, or crouch. The employee must frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Prepared By: Joyce Walker, Auxiliary Staffing Specialist
Prepared Date: December 2, 1998
Revised By: Tom Schatte, Professional Standards Administrator
Revised Date: August 16, 2004

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties and skills that may be required.