



Job Title: PBX Operator

Position Description

To perform this job successfully, an individual must be able to perform the essential job functions consistently and to the satisfaction of the employer. Reasonable accommodations may be made for qualified disabled individuals. This job description is not an exhaustive list, as employees may be required to perform duties not specifically designated within this document, at the employer's discretion. The Escambia County School District reserves the right to modify or interpret this job description as needed.

FLSA Status: Nonexempt
Reports to: Appropriate Supervisor or Designee
Supervises: Appropriate Staff as required
Pay Grade: Educational Support – 11

APPROVED
ESCAMBIA COUNTY SCHOOL BOARD
JUNE 20, 2017
MALCOLM THOMAS, SUPERINTENDENT
VERIFIED BY RECORDING SECRETARY

JOB SUMMARY

The purpose of this job is to provide direct services and excellent customer service to all internal and external customers while maintaining a high level of professionalism through receiving and directing incoming telephone calls through the PBX switchboard and to check in visitors and direct individuals to the appropriate office.

ESSENTIAL JOB FUNCTIONS

- Operates PBX switchboard to receive, respond to, direct, and transfer a high volume of incoming telephone calls and general inquiries.
- Receives and delivers packages and mail, alerts appropriate department upon arrival when necessary.
- Checks visitors into and out of the building, directing visitors to the appropriate department.
- Maintains work area appropriately to receive visitors to the building and utilizes and to document visitor traffic.
- Provides backup support for visitor tracking.
- May provide basic security support for assigned work area.
- Performs other duties as assigned.

MINIMUM REQUIREMENTS

- High school diploma or equivalent.
- One (1) year of related experience.
- An equivalent combination of education, training, and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

KNOWLEDGE, SKILLS, AND ABILITIES

- Requires the ability to operate of a PBX switchboard.
- Requires the ability to display knowledge of principles and techniques of customer service skills.
- Requires the ability to maintain check in and check out procedures to document visitors to the building.

- Requires the ability to understand and follow oral and written directions.
- Requires the ability to use small equipment and computers.

PHYSICAL DEMANDS

While performing the essential functions of this job the employee is regularly required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, stoop, kneel, crouch, or crawl, and is occasionally required to lift and/or move more than 25 pounds. The work also requires the following physical abilities in order to perform the essential job functions: grasping, mental acuity, and repetitive motion.

WORKING CONDITIONS

Employees in this position work in a safe and secure work environment that may periodically have unpredicted requirements or demands.

Date of Board Approval: June 20, 2017, effective July 1, 2017

Date of Revision: