

July 2013

SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASSIFICATION: CLASSIFIED
SALARY TABLE: 29

CLASS TITLE: PABX OPERATOR/RECEPTIONIST
SALARY RANGE: 17

BASIC FUNCTION:

Under the direction of an assigned administrator, operate a centralized PABX telephone switchboard system to direct calls between College students, staff, faculty, administrators and the general public; receive, sort and distribute incoming and internal mail and correspondence; greet and assist visitors.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Operate a centralized PABX telephone switchboard system, directing calls to appropriate staff, faculty and administrators; provide general information, directions and assistance to callers as needed; receive and transmit messages; place outgoing calls as requested.

Greet and assist visitors; screen and direct visitors to appropriate personnel, offices, departments, classrooms or other College locations; notify staff of visitors.

Serve as an informational resource to callers and visitors; respond to inquiries and provide information concerning College schedules, policies and procedures.

Receive, sort and distribute incoming and internal mail and correspondence; place mail in appropriate mailboxes; send, receive and distribute faxes; circulate flyers as directed.

Perform a variety of routine clerical duties as assigned; prepare and distribute routine correspondence; type, assemble, duplicate and distribute materials as needed.

Operate a variety of office equipment including a copier, fax machine, computer and assigned software.

Maintain routine logs and records related to assigned activities.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Operation of a centralized telephone switchboard system.

Telephone techniques and etiquette.

Interpersonal skills using tact, courtesy and diplomacy.

May 2021

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Modern office practices, procedures and equipment.
Oral and written communication skills.
Operation of a computer and assigned software.
Correct English usage, grammar, punctuation, spelling and vocabulary.
Basic record-keeping techniques.

ABILITY TO:

Operate a centralized PABX telephone switchboard system to direct calls between College students, staff, faculty, administrators and the general public.
Answer telephones and greet the public courteously.
Receive, sort and distribute incoming and internal mail and correspondence.
Learn and provide information concerning college schedules, policies and procedures.
Perform general clerical support duties including typing, duplicating and distributing materials.
Maintain routine record and logs.
Communicate effectively both orally and in writing.
Operate a variety of office equipment including a computer and assigned software.
Complete work with many interruptions.
Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and one year of general clerical experience including the operation of a centralized telephone switchboard system

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.
Constant interruptions.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information in person or on the telephone.
Dexterity of hands and fingers to operate a computer keyboard.
Sitting or standing for extended periods of time.
Seeing to read a variety of materials.
Bending at the waist, kneeling or crouching.
Reaching overhead, above the shoulders and horizontally
Lifting, carrying, pushing or pulling light objects as assigned by the position.