

**POSITION DESCRIPTION
COUNTY OF LAPORTE, INDIANA**

POSITION: Switchboard Operator
DEPARTMENT: I.T.
WORK SCHEDULE: As Assigned
JOB CATEGORY: Not Used

DATE WRITTEN: March 2012
DATE REVISED:

STATUS: Part-time
FLSA STATUS: Non-Exempt

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill, and/or ability required. The County of LaPorte provides reasonable accommodation to qualified employees and applicants with known disabilities who require accommodation to complete the application process or perform essential requirements of the job, unless the accommodation would cause an undue hardship.

Incumbent serves as Switchboard Operator for the LaPorte County Board of Commissioners, primary responsibility is to answer multi-line switchboard, greet visitors and direct to appropriate department or provide information.

DUTIES:

Answer a multi-line telephone and determine the nature of call and route caller to appropriate person or agency.

Answer inquires and provide courteous assistance to callers.

Greet visitors and provide needed information and/or direction to various agencies of the County.

Performs related duties as assigned.

I. JOB REQUIREMENTS AND DIFFICULTY OF WORK:

High school diploma or GED.

Must be at least 18 years of age.

Must be able to know the names of the County offices, their locations, and what each department is responsible for.

Must be dependable and have a pleasant personality.

Ability to work alone with minimum supervision and with others in a team environment.

Knowledge of Standard English grammar.

Ability to effectively communicate orally with co-workers, other County employees, and the general public in a courteous and tactful manner, including being sensitive to professional ethics, gender, cultural diversities, and disabilities.

Ability to comply with all employer and department policies and work rules including, but not limited to, attendance, safety, drug-free workplace, and personal conduct.

Ability competently serve the public with diplomacy and respect, including occasional encounters with irate/hostile persons.

Ability to maintain accurate records and hours for payroll purposes.

Maintain confidentiality of County office or public information.

Perform other duties as assigned.

II. RESPONSIBILITY:

Incumbent performs a wide variety of duties according to general policies and procedures established by department, with special or detailed instructions given only in regard to unusual assignments or upon request of the incumbent. Errors in incumbent's work are primarily detected or prevented through supervisory review and notification from other departments. Undetected errors could result in loss of time to correct error and/or inconvenience to other departments or the public. Supervisory review is generally limited to review of important assignments upon completion to ensure accuracy and conformance with department policy.

III. PERSONAL RELATIONSHIPS:

Incumbent interacts within the department, with general public, other county employees and departments for the purpose of exchanging information.

IV. WORKING ENVIRONMENT:

Incumbent performs duties in standard office environment involving sitting for long periods of time.

APPLICANT/EMPLOYEE ACKNOWLEDGMENT

The job description for the position of Switchboard Operator for the LaPorte County Board of Commissioners describes the duties and responsibilities for employment in this position. I acknowledge that I have received this job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements, and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?
Yes_____ No_____

Applicant/Employee Signature

Date

Print or Type Name