

SNOHOMISH COUNTY JOB DESCRIPTION

COUNTY SWITCHBOARD OPERATOR

Spec No. 6041

BASIC FUNCTION

To greet the public and answer the county's multi-line switchboard in a friendly and courteous manner.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Assists and/or directs the general public to the appropriate source of information or service; answers questions in person or on the phone; takes complaints, explains services, policies, procedures and schedules; locates employees from county directory and provides it to the public as requested.
2. Receives, processes and issues various forms, applications, notices.
3. Enters data on county records on a personal computer; retrieves information from files or terminal; proofs and corrects work entered.
4. May prepare and type such things as notices, reports, form letters, forms, cards, documents and correspondence.
5. May train work experience participants on switchboard.
6. Answers main phone for department(s) directing calls accordingly or taking messages accurately.

MINIMUM QUALIFICATIONS

One (1) year of office experience; OR any equivalent combination of training and/or experience that provides the required knowledge and abilities. Accurate typing is required. Must pass job related tests.

KNOWLEDGE AND ABILITIES

Knowledge of:

- standard office practices and procedures
- the rules of grammar, spelling, punctuation and word usage
- basic arithmetic

Ability to:

- assist the public in determining what their needs are
- quickly learn the names, locations and functions of departmental activities
- communicate effectively with people of all ages and from a variety of cultural, economic and ethnic backgrounds

SNOHOMISH COUNTY JOB DESCRIPTION

COUNTY SWITCHBOARD OPERATOR

Spec No. 6041

KNOWLEDGE AND ABILITIES (Continued)

- type accurately
- maintain records and prepare related forms, applications, documents, statements and reports
- work with minimum supervision
- follow oral and written instructions
- read, interpret and categorize data rapidly and accurately
- operate standard office equipment including telephones, typewriters, video terminals and adding machines
- meet deadlines and cope with interruptions
- make arithmetic calculations
- maintain records and prepare required reports

SUPERVISION

Employees receive general supervision from a supervisor or an administrative superior as assigned. Assignments are made indicating generally what is to be done, the quantity of work expected and any deadlines which are to be met. The employee carries out recurring assignments on his/her own initiative and receives additional, specific instructions for new or unusual assignments. Work may be spot-checked to ensure timely completion and accuracy.

WORKING CONDITIONS

The work is performed in the usual office environment.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: August 1990
Previous Spec No.710707
Revised: January 2006
Pay Grade: 305 – Clerical Pay Plan
EEO Category: 6 – Administrative Support
Workers Comp: 5306 Non-Hazardous