



## **JOB DESCRIPTION**

Salary Grade: 3 CUPE 1328
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**JOB TITLE:**  
**Switchboard Operator**

### **PRIMARY FUNCTION**

The primary function of this job is to receive and place incoming phone calls to the appropriate person, department or school by using a Computerized Switchboard Console.

### **MAIN RESPONSIBILITIES**

1. Receives and transfers all incoming phone calls to the appropriate person, school or department by using a Computerized Switchboard Console and communicating through a headset.
2. Provides information such as address, phone number and other general information regarding the location of various, schools and personnel as requested by callers, if time permits, otherwise calls are transferred to the appropriate department.
3. Update telephone directory whenever informed of staff changes by respective departments.
4. Perform other duties as assigned or required.

### **SKILL**

- Secondary School Diploma, or equivalent
- 6-12 months related experience

### **EFFORT**

- Complexity of the job is in placing a call to staff who have changed locations and not being informed of the change. Dealing with irate/frustrated callers and callers who do not speak or understand English very well.
- Job requires constant sitting at the switchboard console (100% daily) except for lunch and break periods, and finger dexterity when receiving and transferring calls (100% daily).

**RESPONSIBILITY**

- Independence of action in transferring calls. Regular testing of the voice systems and if there is a problem with a system then escalate to the proper contact.
- Error which may occur include keying/clicking in the wrong information into the PC Switchboard Console and providing incorrect information to callers. Errors would result in calls transferred to wrong person/school/department, urgent calls not getting through on time, and could adversely impact on the Board's public image
- Contact with supervisor and support staff in the department whenever equipment fails. Contacts with equipment manufacturer to report equipment failure. Contacts with the general public to connect call to appropriate party.

**WORKING CONDITIONS**

- Exposed to continuous low-level noise from headset.
- Job is inherently monotonous, repetitious and confining.
- Pressure and stress from dealing with irate/frustrated callers trying to get through when all lines are busy, and increased workload while covering for other switchboard operator during breaks and lunch and functioning as backup for schools when all their lines are busy.