



**Job Title:** Switchboard Operator

**Department:** Information Technology

**Reports To:** Director of Technology Service Assurance

**Grade:** TS-04

**Number of Days:** 12 Months

**Security Access:** Mason Education Service Center

**Current Date:** June 14, 2018

**Overtime Status:** Non-Exempt

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**Position Summary:** Perform receptionist duties, including answering switchboard calls, greeting staff and visitors and directing them to the appropriate location, provide general information, and assisting with other various clerical support activities.

**Minimum Qualifications:**

- High school diploma or equivalent.
- Strong interpersonal and written skills.
- Strong analytical, problem solving and customer service skills.
- Ability to effectively work with peers, vendors, and users at all levels.
- Bilingual preferred.

**Responsibilities and Essential Functions:** The following duties are representative of performance expectations. A reasonable accommodation may be made to enable a qualified individual with a disability to perform essential functions.

- Greet and provide assistance to inquiries from the public.
- Answer all incoming calls, provide pertinent information to the caller and transfer the call to the appropriate source if requested
- Collect and verify district directory information, to include telephone numbers, addresses, etc;

**Skills and Abilities Required:** The following characteristics are important for the successful performance of assigned duties.

Strong verbal and listening skills

Strong problem-solving and analytical skills for troubleshooting door access issues.

Ability to communicate effectively, calmly, and patiently with both technical and non-technical audiences.

Ability to work tactfully and effectively with customers, management, and employees.

Ability to quickly respond to events in a fast-paced environment and manage problem escalation when required

**Supervisory Responsibility:**

- None

**Working Conditions:** Exposure to the following situations may range from remote to frequent based on circumstances and factors that may not be predictable.

- Performs work in an office environment in which there is minimal exposure to unpleasant and/or hazardous working conditions.
- Work hours between 7:00 AM and 5:00 PM.

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