

# HILLSBOROUGH COMMUNITY COLLEGE

## CLASS SPECIFICATION

<i>Class Title:</i> PABX Operator	<i>BOT Date:</i> 10/1/96		
<i>Level:</i> L	<i>FLSA Status:</i> Non-exempt	<i>Class Code:</i> N1206	<i>Adm. Rev:</i>

### GENERAL DESCRIPTION

Answers all incoming calls on main switchboard and directs calls or takes messages as appropriate. Manages reception area.

### KEY RESPONSIBILITIES

### % OF TIME

1.*	Answers all incoming calls on switchboard.	40%
2.*	Directs calls or takes messages as appropriate.	40%
3.	Places long-distance calls for staff. Maintains log of long-distance, collect and credit card calls placed.	10%
4.	Greets and directs visitors; provides guests or callers with information as requested.	5%
5.	Reports equipment malfunctions to supervisor.	5%
6.	Performs other similar and related duties as assigned.	

\* Indicates an "essential" job function.

Position Title: PABX Operator	Class Code: N1206	Position Level: L
<b>KEY JOB REQUIREMENTS</b>		
<i>Formal Education:</i>	H.S. Diploma or GED preferred.	
<i>Work Experience:</i>	0 to 1 year.	
<i>Planning Scope:</i>	Daily: Seldom plan beyond the current day.	
<i>Planning Level:</i>	The primary scope of planning activities in this position affects the individual (position only).	
<i>Impact on Budgets:</i>	No impact on operating budget.	
<i>Impact on Grant Funds:</i>	No impact on grant funds.	
<i>Impact on Revenue Generating:</i>	No impact on revenues.	
<i>Impact of Decisions:</i>	Decisions and impact are normally limited to my position.	
<i>Complexity:</i>	Standardized: Work consist of a few repetitive duties. Problems are solved by reporting them to a supervisor.	
<i>Decision Making:</i>	Standardized: Little, if any, independent judgment or decision-making is required.	
<i>Problem Solving:</i>	Work tasks are well-defined with clearly stated directions and guidelines. Problems are solved by reporting them to a supervisor.	
<i>Internal Contacts:</i>	Regular contact within the department and periodic contacts with other departments, supplying or seeking information on non-specialized matters.	
<i>External Contacts:</i>	Regular contact with outside agencies and the general public, supplying or seeking information on non-specialized matters.	
<i>Level of Supervisory Responsibility:</i>	Involves no responsibility or authority for the directions of others.	
<i>Nature of Work Supervised:</i>	Nature of work supervised is limited to highly standardized, routine administrative duties.	
<i>Job-Related Knowledge:</i>	Basic Skills: Able to understand and use simple math and follow basic written or verbal instructions with a number of steps. Able to use simple hand tools or office machines.	
<i>Innovation/Creativity:</i>	Ideas contributed affect primarily my own job. Opportunities for innovations are rare.	
<i>Working Conditions/ Physical Effort:</i>	Work requires occasional physical exertion and/or muscular strain. Work involves several disagreeable elements and/or exposure to job hazards where there is some possibility of injury.	