

**Hernando County School Board
Florida**

FLSA: Non-Exempt, Non-Union

SWITCHBOARD OPERATOR

Required Qualifications:

- High school diploma or equivalent
- Knowledge of general office practices, procedures and equipment
- Ability to use a multi-line phone system
- Ability to deal effectively with others in a courteous and tactful manner

Desired Qualifications:

- Previous customer service experience

Performance Responsibilities:

- Operate the multi-line phone system
- Greet and direct visitors to proper offices
- Open, sort and distribute mail to appropriate boxes
- Receive all monies coming into the District Office, receipt and prepare Report of Monies Collected
- Complete deposit slip and stamp all checks
- Prepare receipts and Monies Collected Report daily
- Receive all incoming items and direct to proper persons
- Act as backup for answering phones for Support Complex Departments
- Complete all forms necessary to receive or send all packages
- Prepare pony mail envelopes and place all mail into envelopes daily for pickup
- Postage meter all outgoing mail
- Create and update telephone listing
- Monitor facsimile machine
- Perform other duties as assigned by the Director of Human Resources and/or designee

Physical Demands:

Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force regularly or as needed to move objects

Reports to:

Reports directly to the Director of Human Resources and/or designee

Evaluation:

Annual evaluation done by the Director of Human Resources and/or designee

Terms of Employment:

12-month employment

Salary:

Salary based upon approved salary schedule - Confidential Level A

Job Code:

72095

Board Approved: 08/18/98

Revised: 01/02, 6/06, 01/20/09, 05/17/11, 06/10/14