



# New Mexico State Personnel Office

2600 Cerrillos Road  
Santa Fe, New Mexico 87505-0127

## Classification Description

### SWITCHBOARD OPERATORS, INCLUDING ANSWERING SERVICE

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
Switchboard Operator, Incl Ans Srvs-B	R2011B	25	
Switchboard Operator, Incl Ans Srvs-O	R2011O	25	
Switchboard Operator, Incl Ans Srvs-A	R2011A	30	

*\*In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

#### Occupation Description

Operate telephone business systems equipment or switchboards to relay incoming, outgoing, and interoffice calls. May supply information to callers and record messages.

#### Nature of Work

Switchboard operators or telephone operators work for a wide variety of businesses. They may relay incoming, outgoing, and interoffice calls, or assist customers with clerical duties, such as offer directory information, take messages, greet and announce visitors or, in some cases, handle billing requests or emergency calls.

#### Distinguishing Characteristics of Levels

*Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.*

#### Basic

- Employees in this Role assist in operating telephone or switchboard systems.
- Employees perform standardized duties relating to routing calls and answering inquiries.
- Employees receive training in proper procedures to follow in cases of emergency such as explosion, fire, mechanical, or electrical malfunction or failure, illness or death of state employees, and other situations or natural disasters.

#### Recommended Education and Experience for Full Performance\*

High School Diploma or successful completion of the GED program.

#### Minimum Qualifications

Eighth grade education.

#### Operational

- Employees in this Role operate telephone or switchboard systems handling incoming, outgoing, interoffice, and all long distance calls coming through a state telephone exchange or large state agency.

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- Employees answer inquiries personally or direct callers seeking information to the appropriate individual or agency; maintain a record of long distance calls, a log of service requests, and an up-to date directory of state telephone extensions.
- Employees are familiar with agency policies and procedures.

### Recommended Education and Experience for Full Performance

High School Diploma or successful completion of the GED program and six (6) months of directly related experience.

### Minimum Qualifications

Eighth grade education.

### Advanced

- Employees in this Role operate a dial back manual switchboard that services all state agencies or operate a telephone console servicing a large state agency with heavy telephone traffic.
- Employees train relief operators, recommend changes and improvements to the switchboard or telephone operations procedures, and prepare related records and reports.
- Employees have substantive knowledge of agency policies and procedures and act as a consultant in the switchboard area of emergency response measures.

### Recommended Education and Experience for Full Performance

High School Diploma or successful completion of the GED program and one (1) year of directly related experience.

### Minimum Qualifications

Eighth grade education.

### Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O\*NET. O\*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

### Knowledge

**Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

**Clerical** — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

**English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

**Telecommunications** — Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.

### Skills

**Active Listening** — Giving full attention to what other people are saying, taking time to

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understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Speaking** — Talking to others to convey information effectively.

**Social Perceptiveness** — Being aware of others' reactions and understanding why they react as they do.

**Coordination** — Adjusting actions in relation to others' actions.

**Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Service Orientation** — Actively looking for ways to help people.

**Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

**Writing** — Communicating effectively in writing as appropriate for the needs of the audience.

**Statutory Requirements:** N/A

**Conditions of Employment:** Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

**Default FLSA Status:** Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

**Bargaining Unit:** This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

**Established:** 07/07/2001

**Revised:** 09/20/2011

*\*Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

*Note: Classification description subject to change. Please refer to the SPO website [www.spo.state.nm.us](http://www.spo.state.nm.us) to ensure this represents the most current copy of the description.*