

FRESNO UNIFIED SCHOOL DISTRICT
Position Description

TITLE:	Telecommunications Operator I	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Telecommunications	CLASSIFICATION:	Classified
FLSA:	Non-Exempt	WORK YEAR:	Varies
BOARD APPROVAL:	March 24, 2010	SALARY:	G-28/CSEA 125 Salary Schedule

BASIC FUNCTION:

Under the general direction of an assigned supervisor, operate a Private Branch Exchange (PBX) telecommunications switchboard to provide timely delivery of communication services to meet the needs of the District; receive and forward incoming calls to appropriate staff, sites and departments; operate and monitor fire and intrusion alarm systems, surveillance cameras and emergency surveillance of energy management systems to assist in providing a safe learning and working environment for sites and departments.

REPRESENTATIVE DUTIES: (Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.)

Operate a PBX telecommunications switchboard to provide timely delivery of communication services to sites and departments; receive incoming calls from District employees and outside individuals or designated external hot lines; record calls, provide information and make necessary connections to appropriate personnel or departments in a reasonable, timely manner; place, receive and complete long-distance calls. *E*

Operate and monitor fire and intrusion alarm systems, surveillance cameras and emergency surveillance of energy management system to assist in providing a safe learning and working environment for sites and departments. *E*

Contact appropriate personnel and local utilities in a reasonable, timely manner regarding outages, malfunctions and repairs to assist in the effective and efficient operation of the District. *E*

Operate a variety of communications equipment, including pagers, two-way radios, computers and others equipment related to assigned duties; ensure proper operation of equipment. *E*

Communicate with a variety of District personnel, local emergency agencies and others to assist in providing a safe learning and working environment for students and staff; provide information, dispatch support vehicles, resolve issues and complaints. *E*

Prepare and maintain accurate and update logs and related records and reports; perform clerical work as related to assigned duties. *E*

Operate a computer to review status and condition of system lines; monitor open and closed conditions, masking zones and others.

Perform related duties as assigned.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and one year experience with operation of telecommunication devices.

LICENSES AND OTHER REQUIREMENTS:

Special Requirements:

Incumbents may be assigned to work swing, graveyard shifts, and weekends; may work additional assignments including potential call back duty responsibilities and/or holidays.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Operation of telecommunications equipment.

Operation of office machines including computer equipment and relevant software.

Basic record-keeping techniques.

Telephone techniques and etiquette.

Interpersonal skills using tact, patience and courtesy.

Correct English usage, grammar, spelling, punctuation and vocabulary.

ABILITY TO:

Operate a PBX telecommunications switchboard and related equipment.

Operate a variety of telecommunications equipment, including pagers, two-way radios, computers and others.

Utilize alpha and numeric filing systems.

Complete work with many interruptions.

Communicate, understand and follow both oral and written directions effectively.

Work effectively under stress and emergency situations.

Learn new or updated computer systems and programs to apply to current work.

Establish and maintain cooperative and effective working relationships with a diverse range of people.

Communicate using patience and courtesy in a manner that reflects positively on the organization.

Actively participate in meeting District goals and outcomes.

Apply integrity and trust in all situations.

Learn District organization, operations, policies, objectives and goals.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor work environment; considerable distraction from office activities; shift work; exposure to emergency situations; contact with dissatisfied individuals.

PHYSICAL ABILITIES:

With reasonable accommodations, if necessary, dexterity to operate switchboard and related equipment; hearing and speaking to exchange information in person or on the phone; seeing to monitor phone lines and cameras; sitting for extended periods of time; reaching overhead, above the shoulders and horizontally, kneeling, crouching or bending at the waist to retrieve or store files and equipment.

Fresno Unified School District is an Equal Opportunity Employer and reasonable accommodations are made under the American with Disabilities Act as required by law.

E= Essential Functions