

Specification for Class of

PBX SECURITY COMMUNICATIONS OPERATOR

Abolished Effective July 1, 2007

Definition: Operates private branch telephone exchange (PBX) and local two-way radio, and is responsible for receiving and transmitting to staff information concerning security, safety, medical or behavioral situations requiring immediate investigative or corrective action.

Distinguishing Characteristics: Positions in this class are expected to exercise independent judgment when dealing with emergent situations which are not specially covered by procedure, the usual methods of solution or instructions by the supervisor.

Typical Work

Operate Private Branch Exchange (PBX); receive and place long distance, collect, toll free, bill-to, credit, SCAN and other calls; transfer calls between extensions; maintain call logs and records;

Operate local two-way radio base station to transmit information; issue hand-held two-way radios to authorized staff; issue radio batteries and/or operate ancillary battery charging equipment;

Receive, alert and transmit to staff information concerning security, missing residents, safety, medical or behavioral situations requiring investigation or corrective action; alert local authorities as appropriate; relay information between local authorities and staff;

Monitor fire, intrusion and/or other alarm systems; notify security, staff and/or local authorities of alarm activation;

Program and operate paging system to locate individuals, pass information or announce incoming calls;

Maintain locator files; provide directory services; assist callers in locating proper departments, offices or individuals by determining the nature of business involved;

Receive and direct public; give information to visitors or callers pertaining to procedures and/or on-campus activities;

Perform assigned clerical duties and some incidental typing;

Secure and control access to facility keys after normal business hours;

Perform other work as required.

Knowledge and Abilities

Knowledge of: PBX System; paging equipment; two-way radio communications; applicable Federal Communications Commission Rules; office practices, including filing, indexing, cross-referencing and data recording methods; commonly used office equipment; spelling and punctuation; rules of grammar; arithmetic.

Ability to: operate PBX, paging, two-way radio, alarm systems, FAX and other commonly used office equipment; accept responsibility for a variety of activities without regular direction; deal tactfully and effectively with individuals and situations; understand and follow directions; apply clerical procedures; maintain neat personal appearance and courteous attitude toward public and fellow employees.

Desirable Qualifications

Graduation from high school or GED equivalent.

AND

One year of experience as receptionist, switchboard operator, PBX operator, radio communications operator or performing clerical office work which required direct public contact.

Additional operator or clerical experience will substitute, year for year, for education.

New class: 9-13-91

Revised minimum qualifications: 11-13-92