TITLE: Switchboard/Telephone Operator

REPORTS TO: General Manager

POSITION INFORMATION:

The Switchboard Operator intercepts and routes incoming calls, takes thorough messages, and provides basic information to callers. S/he is the dealership's front-line contact with the public and must represent the dealership in a professional, friendly manner at all times.

DUTIES AND RESPONSIBILITIES: (Dealer: For each job function, check ''E'' if it is essential in your dealership or ''M'' if it is marginal.)

E( ) M( ) (On cordless switchboard:) Pushes switch keys to make connections and relay calls.

E( ) M( ) (On cord-type equipment:) Plugs cord into switchboard jacks.

E( ) M( ) Intercepts all incoming calls and determines whether the person being called should be interrupted.

E( ) M( ) Communicate with callers in a professional, friendly and efficient manner, striving to minimize the time they are put on hold.

E( ) M( ) Take thorough messages, indicating the caller's first and last name, company name if applicable, the time, and the message the caller wishes to leave.

E( ) M( ) Communicate messages to the appropriate parties in a timely manner.

E( ) M( ) Provide basic information to callers who have general inquiries.

E( ) M( ) Notify telephone company maintenance department of switchboard operational difficulties.

E( ) M( ) Update and distribute company telephone roster when necessary.

E( ) M( ) Perform other duties as needed.

E( ) M( ) Keep records of all outgoing calls that are placed and submit to the General Manager.

E( ) M( ) Perform clerical duties, such as typing, sorting mail and proofreading. (Dealer, please note: If you require the Switchboard Operator to fulfill such functions, make sure you specify what they are and that you add the appropriate Working Conditions and Qualifications in the job description.)

E( ) M( ) Serve as Showroom Greeter (Dealer: See job description in this guide and include those functions in this job description if applicable.)

QUALIFICATIONS:

Ability to read and comprehend instructions and information. Must speak clearly on the telephone and convey an image of professionalism and competence to callers. Must be able to convey messages to employees clearly and quickly. Must be able to judge when employees should and should not be interrupted, e.g., when a salesperson is with a customer. Professional personal appearance.

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WORKING CONDITIONS:

Will perform entire shift at a desk in an office setting, inside the showroom. Will answer telephone for most of the shift.

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NOTE:

This is not necessarily an exhaustive list of responsibilities, skills, duties, requirements, efforts, or working conditions associated with the job. While this list is intended to be an accurate reflection of the current job, the dealership reserves the right to revise the functions and duties of the job or to require that additional or different tasks be performed when circumstances change (i.e., emergencies, changes in personnel, work load, rush jobs, or technological developments).

I have carefully read and understand the contents of this job description. I understand the responsibilities, requirements and duties expected of me. I also understand that this job description does not constitute a contract of employment nor alter my status as an at-will employee. I have the right to terminate my employment at any time and for any reason, and the dealership has a similar right.

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Employee's Name Employee's Signature Date

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Supervisor's Name Supervisor's Signature Date

We are an Equal Opportunity Employer