



# COUNTY OF HIDALGO

## Department of Human Resources

Job Title: **SWITCHBOARD OPERATOR**  
Grade: 06

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*The County of Hidalgo Department of Human Resources reserves the right to select candidates considered to be the most highly qualified based on education and experience. The hiring department will interview and select the candidates provided by the Department of Human Resources.*

### **GENERAL DESCRIPTION**

Performs phone operator duties, answering the telephones, taking messages, and providing information. Exercises judgment regarding procedures and processes.

### **EXAMPLES OF WORK PERFORMED**

Depending on the area of criminal enforcement to which assigned, may perform any of the following duties:

Answering incoming phone calls

Receives and process information from incoming calls.

Transfer incoming calls to appropriate Division or Person.

Place outgoing calls

Update automated answering system.

Catalog call or caller data

Maintain and update phone number information for department personnel and other agencies, organizations, businesses or vendors as deemed necessary.

Responsible for classified data.

Reports and documents all detected malfunctions of the phone system.

Takes written or computerized messages for the department personnel.

Arrange conference calls.

Assist the public with information as requested.

Assist booking staff with providing information to the public when assigned to the booking switchboard.

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Performs duties as assigned not referenced in the aforementioned.

### **EXPERIENCE AND EDUCATION**

Graduation from a high school or equivalent (GED)

Bilingual (Spanish and English) with ability to converse fluently in both languages

### **CERTIFICATES, LICENSES AND REGISTRATION**

Must have a current valid Texas motor vehicle operator's license

Must be able to be insured by the County's insurance carrier

### **KNOWLEDGE, SKILLS AND ABILITIES**

Ability to communicate effectively both orally and in writing

Ability to work with general public

Ability to use a personal computer or terminal accessing a mainframe computer using standard word processing and spreadsheet software packages

Ability to speak clearly and concisely

Ability to keep accurate records

Good knowledge of business in English, spelling and punctuations

Ability to establish and maintain effective working relationships with other County employees and the general public

Ability to assist records supervisor in training staff when required

Ability to read and write in the English language

Ability to speak in the English and Spanish language is essential

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals

Ability to write reports and correspondence

Ability to speak effectively with citizens and employees of organization

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists

Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form

Employee may be assigned other duties in addition to those listed

Duties may change according to the changing needs of the County.

### **DISQUALIFICATIONS FOR CONSIDERATION OF EMPLOYMENT TO POSITION**

Currently on probation or serving a sentence for any criminal offense

Charges pending for any criminal offense or a warrant is outstanding

If prior military service, dishonorable discharge

Prior felony convictions

Convicted of the offense of Driving While Intoxicated or Driving Under the Influence of drugs within twenty-four (24) months from date of application

### **APPLICANT SCREENING**

The top candidates, based on a review of the completed applications for employment and the information submitted with the applications, will be referred to the Sheriff's Department for a personal interview.

Successful applicant will undergo a thorough background investigation prior to being offered the position. Applicant must pass the background investigation to be selected for the position

### **INFORMATION AND DOCUMENTS TO BE SUBMITTED TO HIDALGO COUNTY HUMAN RESOURCES DEPARTMENT:**

Application for Employment

Copy of High School diploma or GED certificate

College transcript, if applicable

Military Service Discharge Certificate (DD214), if applicable

Copy of current Texas Motor Vehicle Operator's License

Documents to support prior service in any aspect of law enforcement, including date of employment, employer name and positions held with employer

Any other background information and documentation the Applicant desires to present

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over twenty-five (25) pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

## **SAFETY REQUIREMENTS**

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- standing for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the County of Hidalgo Accident Prevention Plan and department's safety regulations