



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 482.2

Job Title: **PBX ATTENDANT**

Pay Grade: 8

### **GENERAL SUMMARY:**

Performs basic switchboard and receptionist activities for a City department.

### **RESPONSIBILITIES:**

- Operates electronic telephone equipment including PBX console, FAX, and CRT telephone directory.
- Routes incoming calls and faxes, answers caller inquiries and places external calls.
- Reports equipment maintenance and repair needs.
- Greets and directs visitors.
- Maintains CRT directory and keeps various records as assigned.
- Performs other clerical responsibilities as assigned.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Basic knowledge of grammar, spelling, punctuation and simple mathematical functions like percentages, ratios, etc. as might normally be acquired through attainment of a high school diploma or a GED.

#### **EXPERIENCE:**

Six months of switchboard operation experience are required.

#### **COMPLEXITY:**

Work consists of routine standard procedures and tasks where simple analytical ability is required to select and execute actions.

#### **IMPACT OF ACTIONS:**

Errors in work typically lead to minor inconvenience and costs. Work is typically performed under close supervision of simple routine duties to ensure completion; or tasks are so highly routine that they may simply require following standardized instructions without continuous direct supervisory observation.

#### **SUPERVISION EXERCISED:**

##### **Direct Supervision:**

No direct report employees.

##### **Indirect Supervision:**

No indirect reports.

## **SPECIFICATIONS: (continued)**

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with professionals and supervisors. Interaction involves routine information exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests.

#### **External Contacts:**

Level of external contact is primarily with lower-level service representative and vendors. Interaction involves routine information exchange and/or simple service activity that requires common courtesy; e.g., directing calls and answering simple questions.

### **PHYSICAL EFFORT:**

The position is physically comfortable most of the time with occasional periods of stooping, bending and/or light lifting of materials of up to 10 pounds.

### **WORK ENVIRONMENT:**

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

### **PHYSICAL SKILL:**

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

### **MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description.

### **JOB FAMILY:**

PBX Attendant  
Office Supervisor

*Effective: October 1990*

*Revised: January 2002*