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# Example of Switchboard Operator Job Description

Our company is growing rapidly and is looking for a switchboard operator. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for switchboard operator

* Assists the Department Manager with annual appraisals
* To book the unattended studios throughout BBC Wales
* To take details of telephone faults and process
* To cover reception duties as required
* To acquire and develop a working knowledge of processes and procedures
* To use the appropriate conversation cycle to ensure calls are transferred to the correct destination
* To provide communication to internal users via tannoy systems in accordance with BBC standing instructions and assist in all Bus con processes in line with BBC procedures
* To fulfil the duties of the post in a professional manner, being sensitive to the needs of the service users at all times
* To ensure that all health and safety legislation is compiled with
* To carry administration duties when required

## Qualifications for switchboard operator

* Familiarization with telephone terminology, billing procedures, coordination of moves, adds and changes
* Ability to distinguish the difference between user error and service call
* Keeps others in the department aware of relevant information
* Coordinates coverage at switchboard
* To assist the FM team for Events, Audience handling
* To carry out any other related duties deemed necessary for operational requirements