

PBX OPERATOR/INFORMATION DESK

DESCRIPTION OF WORK:

Under general supervision of the Board of Commissioners, performs work in PBX operation and screening and routing of telephone calls; refers visiting public to appropriate offices and processes outgoing mail.

EXAMPLES OF DUTIES:

Operates a telephone switchboard having a number of trunk lines and numerous extensions; answers incoming, intra-office, local and long distance telephone calls and makes proper connections; places outgoing calls (when necessary); performs operator maintenance in PBX; requests phone repair when equipment malfunctions; batches and handles all outgoing mail for county offices (includes tax statements, assessments, motor vehicle statements, etc.); verifies all long distance calls made from PBX System—checks all unverified calls for appropriate billing and ultimate payment by the county; maintains operating and attendance records; gives routine non-technical information upon request and refers other questions to the proper office or department; handle all outgoing mail with a Pitney Bowes machine and delivers to appropriate USPS for mailings daily. performs all other duties as required. Operates computer and scanning equipment in PHOTOSTAT. Copy documents for various offices in the Courthouse.

QUALIFICATIONS:

Knowledge of PBX and scanning procedures, knowledge of postal regulations and procedures; ability to speak clearly over telephone; ability to converse tactfully with public and public officials. Ability to direct public to the proper office or department for information and service. Ability to project a professional, positive and pleasant image to those on the telephone and the public. Employee expected to dress appropriately for office work; **Must be able to keep confidential information relating to the county offices and departments. Be able to pass a criminal background check.**

TRAINING AND EXPERIENCE:

Any combination of training and experience equivalent to graduation from a standard high school, including general clerical and business courses.

RESPONSIBILITIES:

Responsible for work as outlined and all other duties as may be required. Responsible for filling the position anytime the Courthouse is open, and if position is being shared, those sharing the position are responsible to see that others in the PBX department are available to work when you are unable to fill your time slot.

Job Type: Full Time

Pay Rate: \$13.00 - \$15.00 per hour

Benefits: Health Insurance
Dental Insurance
Retirement (Matching)
Life Insurance
Long Term Disability Insurance
Paid Holidays
Paid Vacation
Paid Sick Leave

Schedule: 40 hours per week
8:00 A.M. – 5:00 P.M.
Monday – Friday

Application Deadline: April 29, 2022 at 4:00 P.M.

Mail to: Lincoln County Commissioner
Attn: Tammy White
301 N Jeffers Rm 101
North Platte, NE 69101

Email to: whitetj@co.lincoln.ne.us

Deliver to: Lincoln County Commissioners Office
Courthouse – 1st Floor – East End

Application: The Lincoln County, Nebraska Application for employment is available on the Lincoln County website (www.co.lincoln.ne.us) or can be picked up at the Lincoln County Clerk's office.