

**LEGISLATIVE COUNCIL SERVICE**  
**Session Phone Operator**

**Salary: \$15.73 Per Hour**

**INTRODUCTION**

The legislative council service (LCS) is the central drafting, legal and policy research agency for the New Mexico legislature. LCS also serves the executive and judicial agencies and is the main point of contact for members of the public who are interested in legislative matters. The LCS is nonpartisan, and much of the agency's work is confidential. The primary job of each LCS employee is to help the agency meet the expectations of the people it serves and to maintain and enhance the integrity and effectiveness of the legislature and the legislative process.

**SUPERVISION AND GUIDELINES**

Work is under the general supervision of a printing service supervisor. Guidelines include equipment manuals, agency policies and state law.

**EXAMPLES OF WORK PERFORMED**

The Phone Operator I performs routine telephone and communication duties to ensure prompt and courteous service to callers and internal staff. This position is responsible for operating a multi-line phone system, routing calls, taking messages, providing basic information, and assisting with general clerical support as needed.

**DISTINGUISHING CHARACTERISTICS**

Operates a multi-line telephone system to answer, screen, and route incoming calls to the appropriate departments or individuals.

Greets callers in a professional and courteous manner and provides accurate information or assistance as required.

Takes clear, detailed messages and ensures timely delivery to the correct recipient.

Provides general information regarding department operations, services, or hours of operation.

Transfers calls or pages staff members as necessary.

Monitors and reports any technical issues with the phone system.

Assists in maintaining an up-to-date internal directory of staff and departments.

Performs routine clerical duties such as data entry, filing, and mail distribution as assigned.

Maintains confidentiality of sensitive information.

Follows established policies, procedures, and safety regulations.

### **MINIMUM QUALIFICATIONS**

High school diploma or equivalent (GED).

One (1) year of experience in a clerical, customer service, or receptionist-related role preferred.

Knowledge of telephone systems and office procedures.

Ability to communicate clearly and professionally, both verbally and in writing.

Strong interpersonal and customer service skills.

Ability to handle multiple calls and tasks simultaneously while maintaining accuracy and professionalism.

Basic computer literacy, including Microsoft Office applications or similar systems.

### **WORKING CONDITIONS**

Employees work in a professional office setting in the State Capitol. During legislative sessions, the agency is open seven days a week, long hours are the norm, and staff may be on-call depending on session demands. additional hours are required.

### **PHYSICAL REQUIREMENTS**

Employees work in a general office setting, some lifting and carrying of files, boxes and computer equipment is common.

Ability to sit for extended periods while operating a telephone console or computer.

Ability to lift and carry light materials (up to 20 lbs).

Manual dexterity sufficient for data entry and phone operation.

**Please send your application or resume to Veronica Grace at [Veronica.grace@nmlegis.gov](mailto:Veronica.grace@nmlegis.gov). Please click on the link to complete an [Application](#).**

