

TELEPHONE OPERATOR

DISTINGUISHING FEATURES OF THE CLASS:

The duties involve the operation of a telephone switchboard and occasional routine clerical assignments as necessary. Work is performed in accordance with a prescribed routine outlined by a supervisor.

TYPICAL WORK ACTIVITIES:

1. Answers telephone calls and makes station connections;
2. Maintains a current record of changes in office and personnel;
3. Places long distance calls;
4. Keeps a record of calls and toll charges;
5. Gives out routine information to the public;
6. Assists in maintaining various kinds of records and reports;
7. Receives and sends telegrams;
8. Reports telephone lines which are out of order;
9. Sorts and indexes cards, forms, letters and other simple office materials when required;
10. May act as receptionist, giving information and directing public;
11. Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge in the operation of a telephone switchboard; some knowledge of office terminology, procedures, and equipment; a clear pleasing voice, and manner of speaking; working knowledge of correct English usage; ability to understand and follow simple oral and written directions; excellent hearing; mental alertness; clerical aptitude; tact and courtesy; physical condition commensurate with the demands of the position..

MINIMUM QUALIFICATIONS:

EITHER: (A) Graduation from high school or its equivalent;

OR: (B) Any equivalent combination of training and experience.

NOTE: Clerical work experience may be substituted for formal education on a year-for-year basis.

CL1425

REVISED: 08/01/75
09/15/95