

## **TELEPHONE OPERATOR (MULTI-LINGUAL)**

**DISTINGUISHING FEATURES OF THE CLASS:** This is clerical support work which involves responsibility for the operation of a multi-extension telephone console and requires the provision of efficient and courteous service to the public as well as to agency personnel. This position is located in a Town with a diverse population and requires the incumbent to be fluent in English, French/Creole, and Spanish at the fluency level described below in the Notes. The work is performed under general supervision in accordance with prescribed routine. Operator duties may occupy all or a major portion of the time. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Answers telephone calls and transfers calls, as needed;  
Places long distance calls;  
Keeps records of messages and may maintain a log of long distance calls;  
Receives and sends faxes;  
Reports telephone lines which are out of order;  
Maintains a current record of personnel and office extensions;  
Answers telephone and personal inquiries and directs callers;  
Acts as receptionist by providing information and directing the public in English, French/Creole and/or Spanish;  
May perform entry level clerical duties, as required;  
May operate a variety of office machines in the performance of clerical work, such as photocopy, calculator, fax machine, etc.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of correct English usage; good knowledge of standard telephone courtesy; ability to operate a multi-extension telephone console\*; ability to speak French/Creole and Spanish at the fluency level described below in the Notes; ability to understand and carry out oral and written instructions; ability to direct callers to the appropriate personnel\*.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma.

### **NOTES:**

1. Academic, technical, or vocational training or office clerical experience can be substituted for schooling on a year-for-year basis.
2. Incumbents are expected to possess a Level I proficiency in French/Creole and Spanish (as defined by the Local Examinations Division of the State of New York Department of Civil Service) which requires that the incumbent be able to satisfy routine social demands and limited work requirements. Can handle most social situations, including introductions and casual conversations about current events, as well as work, family and autobiographical information. Can provide instructions on routine, concrete matters. Can translate routine correspondence and documents with the aid of a dictionary and/or grammar book. Can get gist of most conversations on non-technical subjects, and has a speaking vocabulary sufficient to respond simply with some circumlocutions. Accent, though faulty, is intelligible. Can read with general accuracy news items on non-technical topics and general correspondence.

\*To be demonstrated during the probationary period