

TELEPHONE OPERATOR

DISTINGUISHING FEATURES OF THE CLASS: This is clerical support work which involves a 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. 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;
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 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.

NOTE: Academic, technical, or vocational training or office clerical experience can be substituted for schooling on a year-for-year basis.

*To be demonstrated during the probationary period.