

## TELEPHONE OPERATOR

### DESCRIPTION OF WORK

This is work of limited complexity in answering and placing calls through a central telephone exchange.

Employees perform routine and repetitive work in the operation of a single panel commercial telephone console. Employees accurately place, answer and transfer calls. Duties may include the performance of routine clerical tasks. Work is evaluated by a higher level supervisor for the speed and accuracy with which calls are placed.

### EXAMPLES OF DUTIES PERFORMED

Answers a large volume of incoming telephone calls and makes proper connection with person or department requested.

Gives non-technical information regarding the work of a department or location of an office or employees and refers other questions to supervisor or departmental personnel.

Answers a variety of calls requiring telephone numbers, emergency and general information.

Receives and reports requests for new service or repairs.

Maintains a database of telephone numbers and users.

Assists in the preparation of telephone bills.

Performs other duties as required.

### RECRUITMENT STANDARDS

#### Knowledges, Skills and Abilities

Sufficient manual dexterity to operate a central telephone exchange under heavy load conditions.

Ability to learn and remember the names and locations of personnel in various departments.

Ability to speak clearly and distinctly and to give information to the public in a pleasant and courteous manner.

Ability to follow oral and written instructions.

#### Minimum Training and Experience

Graduation from high school or an equivalent combination of training and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions, but may not be applicable to all positions.