TELEPHONE OPERATOR SUPERVISOR I

DESCRIPTION OF WORK

This is supervisory work in the operation of a small central telephone exchange.

Employees plan and organize the work of a group of telephone operators assigned to a small central telephone exchange or serve as working supervisors on a shift at a large central telephone exchange. Work is performed under the general supervision of a higher level supervisor and is evaluated on the basis of the quality of telephone service.

EXAMPLES OF DUTIES PERFORMED

Schedules work periods and develops procedures for telephone operators.
Receives and investigates complaints regarding telephone services such as billing errors and delays in repair or installation services.
May act as shift supervisor in a large central exchange.
Trains and supervises telephone operators.
Answers the more difficult or time-consuming questions such as the location of employees and the proper department for individuals to contact on routine business matters.
Maintains a directory of the personnel served.
Serves as telephone operator.
Performs related duties as required.

RECRUITMENT STANDARDS

Knowledge, Skills, and Abilities

Considerable knowledge of the procedures and practices used in the operation of a central telephone exchange handling a large volume of incoming calls.
Ability to train and supervise other operators.
Ability to maintain proper working relationships with employees, public officials, and the public.
Ability to speak clearly and distinctly and to give information to the public in a pleasant and courteous manner.

Minimum Education and Experience

Graduation from high school and eighteen months of operator experience in a central telephone exchange; or an equivalent combination of training and experience.

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