

TELEPHONE OPERATOR/TYPIST

DISTINGUISHING FEATURES OF THE CLASS: This is primarily telephone and clerical work of a routine nature involving a responsibility for placing and receiving calls, the giving and taking of accurate information and messages and routine clerical assignments. Duties also include tasks which require a qualified typist. Work is performed under general supervision of an office supervisor and/or official/administrator. The position also receives and directs visitors. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Receives visitors and telephone inquiries and refers them to the proper location, or takes information and messages as appropriate;

Provides answers to routine questions from visitors or telephone callers;

Fills requests for applications, forms, etc. and may answer routine questions for completing them;

Keeps record of number of calls made and received;

Performs routine tasks which involve typing and which fall within the scope of the specification for Typist;

May open, sort and distribute mail;

May fill in as assigned for absent clerical personnel.

Performs a variety of related activities as required.

*Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.*

FULL PERFORMANCE KNOWLEDGE SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of correct English usage; good knowledge of telephone courtesy; ability to deal effectively with the public; ability to type at an acceptable rate of speed; ability to carry out oral and written directions; clerical aptitude; high degree of tact; pleasing voice and personality.

MINIMUM QUALIFICATIONS: Either

- a) Graduation from high school or possession of a comparable diploma; or
- b) Two (2) years of clerical experience; or
- c) An equivalent combination of training and experience as indicated in a) and b) above.