

TELEPHONE OPERATOR

DISTINGUISHING FEATURES OF THE CLASS: This is routine clerical work involving the responsibility for prompt, accurate and courteous operation of a telephone switchboard. Work is performed under general supervision. General supervision is exercised over the work of relief operators. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)
Answers telephone calls and makes station connections;
Places long distance calls; Keeps a record of calls and toll charges;
Instructs new employees in the operation of switchboard;
Gives out routine information to the public;
Answers complaints regarding telephone services;
Receives and sends telegrams;
Occasionally performs routine clerical duties.
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 KNOWLEDGES, SKILLS, ABILITIES AND

PERSONAL CHARACTERISTICS: Good knowledge of the operation of a telephone switchboard; working knowledge of office terminology, procedures and equipment; ability to understand and follow simple oral and written directions; ability to supervise the work of others; ability to write legibly; clear enunciation; excellent hearing; patience; mental alertness; neat appearance; tact; courtesy; emotional stability.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a comparable diploma.