SENIOR TELEPHONE OPERATOR

DISTINGUISHING FEATURES OF THE CLASS: The work is primarily concerned with the routine operation of PBX telephone switchboard and involves a public relations responsibility through efficient and courteous service. In addition, routine day to day operational problems are reviewed and handled, or referred according to policy. General supervision is received from an employee of administrative rank and work direction and training is exercised over a small number of substitute Telephone Operators. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Provides direction to telephone operator personnel and assists with work schedules;
Trains and supervises employees in the operation of switchboards;
Operates a PBX switchboard and places long distance calls;
Reviews adequacy of phone service and makes recommendations for installation of additional phones and for improved switchboard and telephone services;
Maintains a directory of office locations and telephone extensions of employees;
Answers complaints and questions regarding telephone service;
Keeps a record of calls and toll charges;
Requisitions supplies and equipment;
May do occasional typing;
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 & PERSONAL CHARACTERISTICS: Good knowledge of the operation of a PBX telephone switchboard; skill in the operation of a PBX telephone switchboard; ability to train and direct the work of telephone operators; ability to write legibly; clear pleasing voice and manner of speaking; clerical aptitude.

MINIMUM QUALIFICATIONS:

Completion of high school or possession of a comparable diploma and two (2) years of telephone switchboard operator experience, one (1) year of which must have been obtained within the past five (5) years.

SUBSTITUTION NOTE:

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

PROMOTION:

One (1) year of permanent competitive class status as a Telephone Operator.