

Jurisdictional Class: Competitive
Adopted: February 4, 2002
Revised: August 20, 2010

TELEPHONE OPERATOR

DISTINGUISHING FEATURES OF THE CLASS: This is routine clerical work involving the responsibility for the operation of a telephone switchboard. The work is performed in accordance with a prescribed routine outlined by a superior. The clerical duties may involve special skills which could involve routine typing or account keeping duties. Supervision is not a responsibility of this class. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Answers telephone calls and makes station connections;
Acts as receptionist giving information and directing the public;
May perform routine typing duties;
Maintains current records of changes in personnel;
Provides routine information to telephone callers;
Reports telephone lines which are out of order;
Performs a variety of clerical tasks such as alphabetizing records, addressing envelopes, making entries on cards, forms, etc;
Types form letters and other routine material.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Some knowledge of office terminology, procedures, and equipment;
Some knowledge of business arithmetic and English;
Skill in the operation of a telephone switchboard;
Ability to type at a reasonable rate of speed;
Clerical aptitude.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma.

NOTE: Clerical training and/or experience may be substituted on a year-for-year basis for high school.