

TELEPHONE OPERATOR

DISTINGUISHING FEATURES OF THE CLASS: This is routine clerical work involving the operation of an electronic telephone console. Work is performed in accordance with a prescribed routine outlined by an administrative level supervisor. Does related work as required.

TYPICAL WORK ACTIVITIES:

Answers telephone calls and makes station connections;
Places long distance calls for others;
Maintains a log of long distance calls including location and name of employee placing call;
Greets visitors and directs them to desired office or location;
Maintains a current record of office or personnel changes;
Provides information to the general public;
Reports out of order telephone lines to a specified repair coordinator;
May perform general clerical duties when required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of office terminology, procedures and equipment;
Good knowledge of the facility;
Skill in the operation of an electronic telephone console;
Ability to understand and follow simple oral and written directions;
Willingness to be confined to a work station for a prolonged period;
Tact;
Courtesy;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: NONE