

TELEPHONE OPERATOR SUPERVISOR

NATURE OF WORK IN THIS CLASS:

This is supervisory and clerical work involved in the operation of a telephone switchboard with a heavy traffic load.

ILLUSTRATIVE EXAMPLES OF WORK: (Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed).

Supervises the work of subordinate operators in the operation of a telephone switchboard having a large number of trunks and extensions.

Participates in the operation of switchboards; answers incoming, inter-office, local and long distance telephone calls and makes proper connections; places outgoing calls; reports mechanical difficulties to telephone company and makes requests for additional service.

Furnishes general information on departmental functions and refers more technical questions to proper person.

Compiles telephone directories and other telephone information guides.

Maintains records and prepares reports.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of the operation of a multiple or non-multiple manual or dial switchboard in answering and completing telephone calls.

Knowledge of office practices and procedures.

Ability to supervise the work of others.

Ability to provide information services.

Ability to work effectively with the public and employees.

Ability to communicate effectively, orally and in writing.

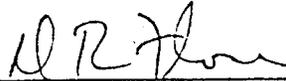
Ability to maintain records and prepare reports.

MINIMUM EXPERIENCE AND TRAINING:

(A) Two years of experience as a telephone operator on a large manual or automatic telephone switchboard; or

(B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

ESTABLISHED: July 1980



DAVID R. FLORES, Executive Director
Civil Service Commission