

TELEPHONE OPERATOR

NATURE OF WORK IN THIS CLASS:

This is routine clerical work involved in the operation of a large telephone switchboard carrying 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).

Operates multiple or non-multiple manual or dial telephone switchboard employing moderate-sized group of operations; keeps records of calls when requested.

Answers all incoming local and long distance telephone calls and makes proper connections to persons requested; places local and long distance calls.

Handles emergency calls such as for medical, fire, police and other aid; may dispatch security and patrol officers in response to calls; operates security radio, fire control system, answering service, and other related equipment.

Furnishes information desired, such as the telephone number or location of the person or by process of questioning, determines the information wanted and connects calling party with the section/division responsible for the function under inquiry.

Reports equipment failures, troubles, and malfunctions to the appropriate authorities.

May perform clerical work such as typing, sorting mail, filing, or receptionist work.

Performs related duties as required.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Ability to operate a large switchboard under heavy load conditions calmly and efficiently.

Ability to give directory assistance and/or related services with courtesy and tact.

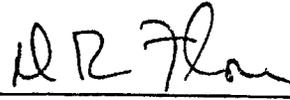
Ability to speak clearly and listen accurately.

Ability to work in a confining position.

MINIMUM EXPERIENCE AND TRAINING:

No experience or training is required. Minimum knowledge, abilities and skills listed above are required.

ESTABLISHED: July, 1980



DAVID R. FLORES, Executive Director
Civil Service Commission