TELEPHONE OPERATOR

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this class operates a telephone switchboard or desktop console. This is routine clerical work involving the operation of a telephone desk console or switchboard. Employees in this class may also perform clerical and typing tasks. Work is performed in accordance with a prescribed routine outlined by a supervisor. No supervision is performed by this class.

TYPICAL WORK ACTIVITIES: (Illustrative Only)
- Answers telephone calls and makes the appropriate station connection;
- Records all incoming calls and toll charges in a log book;
- Gives out routine information to the public;
- Takes and gives messages for various officers;
- Sorts and indexes cards, forms, letters and performs other clerical tasks;
- Reports telephone lines which are out of order;
- May type and maintain a variety of records;
- May place long distance calls and emergency interruption calls;
- May receive and send telegrams.
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
- Working knowledge of office terminology procedures and equipment;
- Working knowledge of business arithmetic and English;
- Ability to operate a telephone switchboard or desktop console;
- Ability to understand and follow simple oral and written directions;
- A clear and pleasing voice and manner of speaking;
- Excellent hearing;
- Clerical aptitude;
- Tact and courtesy;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:
A) Graduation from high school or possession of a high school equivalency diploma; OR
B) Two (2) years of satisfactory full-time paid clerical work experience; OR
C) Any equivalent combination of training and experience as defined by the limits of (A) and (B) above.