

9004

TELEPHONE OPERATOR

Nature of Work: Under direct supervision, performs clerical work at the entry level by operating a switchboard in a state agency or facility. Receives calls for staff and/or residents, conveys information, takes messages, keeps logs of calls taken or placed. Information conveyed is typically of a general nature with no extensive interpretation of rules, regulations, or policies. Must be familiar with facility and staff in order to properly route calls. Often performs routine clerical tasks such as receiving and sorting mail. Performs related work as required.

Examples of Work

Answers and routes incoming calls.
Places long distance and other toll calls and maintains records.
Distributes pagers and/or keys.
Maintains directories, logs, and visitor's passes.
May monitor emergency crisis line or fire alarm system.
May page staff via pager system or two-way radio.
May act as receptionist.

Knowledge, Skills and Abilities

Ability to operate a telephone switchboard.
Ability to speak clearly and courteously.
Ability to perform duties well in stressful situations.
Ability to perform routine clerical tasks.
Ability to maintain effective working relationships with other employees and the public.

Minimum Qualifications

Training: Graduation from a standard high school or the equivalent.

Established: 12/1/91

Effective: 12/1/91