

## ORANGE COUNTY CLASS SPECIFICATION

**TITLE:** TELEPHONE OPERATOR I **GRADE:** 4

**TITLE ABBREVIATION:** TEL OP I **TITLE NO.:** 6763

JURIS.CL: C SALARY CODE: 01 UNIT:            EEO CODE: AS FLSA CODE: NE

DEPARTMENT: VARIOUS DIVISION:

SUPERVISOR'S TITLE: VARIOUS

**DISTINGUISHING FEATURES OF THE CLASS:** The work involves responsibility for operating a telephone switchboard in a major Orange County Government department utilizing a computerized console and for performing ancillary clerical tasks. The work is carried out in accordance with County and department policies and procedures and involves projecting a courteous and helpful image over the telephone while receiving and relaying calls. Work is performed under the general supervision of a designated supervisor with leeway allowed for the exercise of independent judgment in screening and directing calls. Does related work as required.

**TYPICAL WORK ACTIVITIES:**

1. Receives and relays incoming calls;
2. Places or assists employees in placing long distance or outgoing calls;
3. Tests equipment daily to ensure all lines are in working order. Reports switchboard and/or station trouble to designated person(s) in accordance with departmental procedures;
4. Provides routine information to general public;
5. Maintains information logs as required by assignment;
6. Maintains updated lists of employee extensions and emergency telephone numbers;
7. Trains or assists with training new or relief personnel;
8. Performs routine clerical tasks including but not limited to: filing, incidental typing, clipping news items, duplicating materials and ordering supplies;
9. May operate a 2-way radio communication and/or pager system.

-Continued-

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** Good knowledge of the operation of a computerized telephone console; good knowledge of department organization, policies and procedures; good knowledge of telephone manners; ability to handle phoned-in emergency situations and volatile callers; ability to understand and follow simple instructions, both orally and in writing; ability to maintain various telephone logs; ability to display courtesy, tact and effectiveness in dealing with others on the telephone in everyday situations; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Either:

- (A) One (1) year of office clerical experience which shall have included operating a multi-line telephone or switchboard; OR
- (B) Six (6) months full time experience operating a multi-line telephone or switchboard.

ADOPTED: 6/30/89

REVISED: 06/01/12 dmc