

ORANGE COUNTY CLASS SPECIFICATION

TITLE: TELEPHONE OPERATOR II **GRADE:** 5

TITLE ABBREVIATION: TEL OP II **TITLE NO.:** 6765

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 utilizing a computerized console and for performing ancillary reception and clerical tasks. The work is carried out in accordance with County and department policy and procedures and involves projecting a courteous and helpful image both on the telephone and in person while providing both telephone and face-to-face informational assistance. This class differs from that of Telephone Operator I by virtue of having increased inter-personal responsibilities with staff and the public. Work is performed under the general supervision of the assigned supervisor with leeway allowed for the exercise of independent judgment in screening and directing calls and people. When assigned to Residential Health Care Services, involves working shifts and weekends. 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. Provides information and directions to staff, delivery personnel and the general public both in person and on the telephone;
4. Sorts mail to mail boxes and gives to staff upon request;
5. Maintains updated lists of phone extensions and location, and emergency telephone numbers;
6. Distributes payroll checks to employees on paydays;
7. Operates an intercom and pager system;

8. Trains or assists with training new or relief personnel;
9. Performs routine clerical tasks including but not limited to: incidental typing, sorting mail, ordering supplies, and collecting monies from vending machine vendor for staff who have lost money in the machines;
10. Tests equipment daily to insure all lines are in working order; reports switchboard and/or station trouble to supervisor;
11. At Residential Health Care Services, communicates potential emergencies or disasters through announcement of various codes via the intercom system;
12. At Residential Health Care Services, collects monies for guest meal trays and notifies kitchen of number for guest meals;
13. When assigned to the Department of Social Services, may oversee and direct the work of employees in the title of Telephone Operator I.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of the operation of a computerized telephone console; good knowledge of department organization and its policies and procedures; good knowledge of telephone manners; ability to handle emergency situations; ability to understand and follow simple instructions, both oral and written; ability to maintain various telephone logs; ability to display courtesy, tact and effectiveness in dealing with others on the telephone and in person; 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: 4/89

REVISED: 6/30/89

REVISED: 3/23/90

REVISED: 9/25/98

REVISED: 1/25/99 BA

REVISED: 4/17/00 kmg

REVISED: 7/6/00 kmg

Last Reviewed: 06/01/01 mf/ms