

**COUNTY OF ORANGE
MUNICIPAL/SCHOOL
JOB CLASSIFICATION SPECIFICATION**

CLASS TITLE: TELEPHONE OPERATOR

TITLE #: 1683

DISTINGUISHING FEATURES OF THE CLASS: This work involves responsibility for the operation of a telephone console or switchboard to receive and relay incoming, outgoing and intrasystem telephone calls and for the performance of ancillary clerical tasks. Work is performed under general supervision in accordance with prescribed policies and procedures and involves projecting a courteous and helpful image over the telephone while receiving and relaying calls. Does related work as required.

TYPICAL WORK ACTIVITIES:

Receives and relays incoming calls;

Handles out-going local and long distance calls;

Maintains appropriate records ensuring accurate billing of toll calls;

Provides routine information to the general public;

Reports switchboard and station trouble to the telephone company;

Maintains updated lists of employee extensions and emergency telephone numbers;

Performs routine clerical tasks including, but not limited to: filing, incidental typing, photocopying, etc;

May operate a two-way radio and/or pager system.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of office terminology, procedures, and equipment; skill in operating a telephone console or switchboard; ability to handle phoned-in emergency situations and volatile callers; ability to understand and follow simple instructions; ability to speak clearly; excellent hearing; tact and courtesy; physical condition commensurate with the demands of the position.

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MINIMUM QUALIFICATIONS: Either:

- (A) One (1) year of 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.

JURISDICTIONAL CLASSIFICATION: Competitive; Non-competitive when part time among School Districts.

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