

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

**CLASS TITLE:** TELEPHONE OPERATOR-TYPIST

**TITLE #:** 1684

**DISTINGUISHING FEATURES OF THE CLASS:** This is routine work involving the operation of a telephone console or switchboard to receive and relay incoming, outgoing and intrasystem telephone calls. Incumbents also act as a receptionist and perform clerical work involving typing. Work is performed under direct supervision and detailed instructions are given on new or difficult assignments. Does related work as required.

**TYPICAL WORK ACTIVITIES:**

Answers incoming telephone calls and makes station connections;

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;

Types correspondence, records, forms, applications, reports, charts, directories; supply requisitions; index cards and similar material from copy, rough draft or dictating machine;

Performs other associated routine clerical work such as maintaining current lists of names and numbers of frequently called personnel, ordering directories, training new and relief operators and making announcements over paging system;

May operate duplicating machine, simple computing and other standard office equipment;

May assist in filing correspondence and records, making simple file searches and maintaining charge out records.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of office terminology, equipment and procedures; good knowledge of business arithmetic and English; ability to type at a rate of 35 wpm; ability to operate a telephone console or switchboard accurately and effectively; ability to speak clearly; ability to understand and follow simple oral and written directions; mental alertness; clerical aptitude; tact and courtesy; physical condition commensurate with the demands of the position.

**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.

**NOTE:** A typing test to show proficiency at 35 words per minute will be required.

**JURISDICTIONAL CLASSIFICATION:** Competitive

ADOPTED: 4/12/77

REVISED: 12/8/81

REVISED: 7/11/94

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