

## TELEPHONE OPERATOR

**DISTINGUISHING FEATURES OF THE CLASS:** This is routine clerical work involving responsibility for the operation of a telephone switchboard or related device. Work is performed in accordance with prescribed routine in providing information and directing calls to proper unit. Supervision is received from a higher level employee. Work is reviewed by observation. Supervision over the work of others is not a function of this class. Does related work as required.

**TYPICAL WORK ACTIVITIES:** The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Answers telephone calls and makes station connections;

Places local, long distance and tie line calls;

Screens incoming calls;

Keeps record of calls and toll charges;

Gives out routine information to the public;

Receives and sends telegrams;

Reports telephone lines which are out of order;

Performs a variety of clerical tasks such as alphabetizing records, addressing envelopes, making entries on cards or forms.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Good knowledge of the operation of a telephone switchboard or call director console; skill in the operation of a telephone switchboard or call director console; ability to understand and follow simple oral and written directions; ability to get along well with others; excellent hearing; clear and pleasing voice and manner of speaking; mental alertness; clerical aptitude; tact and courtesy; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Successful completion of the eighth grade in school or its' equivalent.

ULSTER COUNTY

7240 TEL OP

Classification: Competitive

7241 TEL OP PT

Classification: Non-Competitive

Grade: 4

Union: CSEA

Revised: January 24, 1984

Revised: May 26, 1993

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