

## **TELEPHONE SYSTEM SUPPORT SUPERVISOR**

**DISTINGUISHING FEATURES OF THE CLASS:** This position encompasses responsibility for supervising the general operation of the County telephone network in addition to providing assistance where needed in other related fields. The employee directly supervises the work of County Telephone Operators and other staff as assigned. 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.

Supervises and participates in the operation of the County's computerized telephone system;

Prepares employee work schedules and arranges for adequate coverage during absences, relief periods and emergencies;

Attends manufacturer's training sessions in the operation and uses of the computerized telephone system;

Instructs County employees in the use and advantages of the computerized telephone system;

Bills departments and maintains account and clerical records;

Identifies and reports on incidents of telephone abuse;

Checks equipment and reports on any defects or failure in equipment;

Trains and instructs employees;

Compiles reports on the operation and cost of the telephone system;

Attends informational meetings concerning use and installation of telephone systems;

Makes recommendations as to appropriate telephone systems and their application;

Coordinates installation of telephone systems at all County locations, new or relocations of equipment;

Works with Telephone Consultant on all phases of telephone work.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Supervisory skills which enable employee to successfully coordinate operation of all switchboards and telephone equipment rooms in County; must have a working knowledge of electronic telephone systems; good knowledge and skill in the operation of a computerized telephone switchboard; good knowledge of office terminology, procedures and equipment; good knowledge of business arithmetic and English; working knowledge of the methods used in keeping financial accounts and records; ability to instruct employees in the operation, use and advantages of the telephone systems; ability to train other operators; ability

to understand and carry out moderately complex oral and written instructions; a clear pleasing voice and manner of speaking; excellent hearing; mental alertness; tact and courtesy; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Either:

- A. Graduation from high school or possession of a high school equivalency diploma, and five (5) years of experience as a switchboard operator, three (3) years of which must have been in a supervisory capacity with responsibilities for training and record keeping; **OR**
- B. Seven (7) years of experience as a telephone switchboard operator, three (3) years of which must have been in a supervisory capacity with responsibilities for training and record keeping; **OR**
- C. An equivalent combination of training and experience as described in A and B above.

ULSTER COUNTY  
7250 TEL SS SV  
Classification: Competitive  
Grade: 12  
Union: CSEA

Adopted: November 14, 1985