

**TELEPHONE OPERATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** This is routine clerical work involving responsibility for the operation of a telephone switchboard. Work is performed in accordance with a prescribed routine outlined by a supervisor. Duties may include miscellaneous clerical work, including filing and typing. The incumbent of this position does related work as required.

**EXAMPLES OF WORK:** (Illustrative only)

- Answers telephone calls and makes station connection
- Maintains a current record of changes in office and personnel
- Places long distance calls
- Keeps a 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
- Sorts and indexes cards, forms, letters and other simple office materials when required
- May act as a receptionist, giving information and directing public

**REQUIRED KNOWLEDGES, SKILLS AND ABILITIES:** Skill in the operation of a telephone switchboard; some knowledge of office terminology, procedures and equipment; a clear pleasing voice and manner of speaking; some knowledge of business arithmetic and English; ability to understand and follow simple oral and written directions; excellent hearing; mental alertness; clerical aptitude; tact and courtesy; good physical condition.

**ACCEPTABLE EXPERIENCE AND TRAINING:** Graduation from high school and six months experience as a telephone switchboard operator.

Amended CSC: 5/26/92