

SENIOR TELEPHONE OPERATOR

GENERAL STATEMENT OF DUTIES: Supervises and assists in the operation of a telephone switchboard; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: This is a moderately difficult and varied clerical work involving responsibility for the operation of a telephone switchboard, requiring a general understanding of office rules, procedures, and policies. It calls for the exercise of independent judgment in the application of prescribed procedures and methods to routine cases. For the most part work is performed under general supervision. Supervision is usually exercised over the work of one or more telephone operators.

EXAMPLES OF WORK (Illustrative only) :

- Assigns work, reviews and records work done, and instructs new employees in specialized clerical work of a unit;
- Sets up time schedules and is responsible for discipline in a unit;
- Checks reports and records for clerical accuracy, completeness and proper extension;
- Collects and compiles statistics and other related information;
- Answers telephone calls and makes station connections;
- 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;
- Acts as a receptionist, giving information and directing public;
- Processes, sorts, indexes, records and files a variety of control records and reports;
- Occasionally operates addressograph, mimeograph, computing, calculating, or other office machines;
- Prepares and maintains a variety of records and reports.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES: Skill in the operation of a telephone switchboard; good knowledge of office terminology, procedures, and equipment; good knowledge of business arithmetic and English; ability to get along well with others; a clear pleasing voice and manner of speaking; ability to plan and supervise the work of others; excellent hearing; mental alertness; clerical aptitude; tact and courtesy; good physical condition.

ACCEPTABLE EXPERIENCE AND TRAINING:

Graduation from high school AND two years of experience as a telephone switchboard operator.