

CLASS TITLE: SENIOR TELEPHONE OPERATOR

Class Code: 02427300

Pay Grade: 13A

EO: F

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To supervise the operation of a telephone switchboard or of control consoles; at times, to operate such equipment; and to do related work as required.

SUPERVISION RECEIVED: General policies and duties are established by a superior; work is checked for prompt, accurate cheerful performance.

SUPERVISION EXERCISED: Requires laying out work, assigning shifts and giving instructions as to policies and duties to other operators.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To supervise the operation of a private branch exchange switchboard or of control consoles by assigning operators to a shift and instructing them in required procedure.

To work on a shift personally, answering telephone calls, making station connections, transferring calls between lines, placing and completing long distance calls, and keeping records of long distance calls and telegrams.

To provide authorized information regarding the various agencies served.

To receive complaints regarding quality of telephone service, and as required, to notify the repair agency of the telephone company.

To keep records of time worked by other operators, and other records related to operator functions such as: available lines; buildings and extensions; and roster files of names and telephone numbers.

To receive requests for telephone directories and to send out directories.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough knowledge of telephone switchboard or control console operation; the ability to keep simple records such as of toll calls, employee work time, requests for repairs and lists of names and telephone numbers; the ability to supervise and direct the work of others; the ability to follow written and oral instructions; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a senior high school; and

Experience: Such as may have been gained through: employment as operator of a private branch exchange telephone switchboard or control console.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: June 9, 1974

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