



**CAYUGA
COUNTY**



An Equal Opportunity - Affirmative Action Employer

CIVIL SERVICE

F:\Civil\JobSpecs\Telephone Operator

TITLE:	TELEPHONE OPERATOR
JURISDICTIONAL CLASS:	COMPETITIVE
CIVIL DIVISION:	CAYUGA-ONONDAGA BOCES, COUNTY DEPTS, CCC, COUNTY SCHOOLS
ADOPTION: CSM	11/01/75
REVISED: CSM	3/10/87

DISTINGUISHING FEATURES OF THE CLASS:

This is routine clerical work involving the operation of a telephone desk console or switchboard. The work is performed under general supervision allowing for some exercise of independent judgment in carrying out the details of the work according to a prescribed routine. When not engaged in activities involving the switchboard, employees carry out a variety of clerical tasks. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Answers telephone calls and makes appropriate station connection;
- Gives out routine information to the public;
- Makes photo copies for staff members;
- Maintains a current record of changes in office and personnel;
- Takes and gives messages for various offices;
- Keeps a record of calls and toll charges;
- Writes receipts for money received;
- Acts as receptionist, giving information and directing public;
- Places long distance calls;
- May receive and send telegrams;
- May keep clerical records related to car use by staff, scheduling of meeting rooms, etc.;
- Posts and mails correspondence from staff;
- May perform occasional or incidental typing tasks not requiring services of a skilled typist.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, & PERSONAL CHARACTERISTICS:

- Working knowledge of office terminology, procedures, and equipment;
- Working knowledge of business arithmetic and English;
- Ability to operate a telephone switchboard or desktop console;
- Ability to understand and follow oral and written instructions;
- A clear and pleasing voice and manner of speaking;
- Excellent hearing;
- Clerical aptitude;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- (A) Graduation from high school or possession of a high school equivalency diploma.