Title: Telephone Operator 1

Pay Scale Group: 51

Essential Function

Under general supervision from senior telephone operator or office management, operate telephone equipment to receive, transfer and transmit calls; transmit messages; perform related clerical tasks.

Characteristic Duties

1. Operate telephone equipment to receive, transfer and transmit calls; log calls as required.

2. Inform telephone company repair service of trouble lines or other service problems and maintain log of all trouble reports.

3. Update telephone director as necessary to maintain a complete and accurate listing.

4. Perform tasks related to emergency situations (e.g., relay urgent or emergency messages).

5. Assist in the maintenance and care of department equipment.

6. Maintain required records, logs and statistics.

7. Perform related duties based on departmental need.

Unusual Working Conditions

• May work evening, weekend or rotating shift. Occasional pressure due to multiple calls, inquiries, etc.

Minimum Qualifications

• Ability to read and write common vocabulary; one month experience in customer service; six months experience or training in operation of telephone equipment.

Last updated: January 1987