Classification Specification for Classified Service

Title: Telephone Operator 2

Essential Function

Under general supervision from office or department manage, operate telephone equipment; provide supervision over lower level operators; perform clerical tasks related to telephone and supervision; perform miscellaneous, minor administrative duties.

Characteristic Duties

1. Operate telephone equipment to receive, transfer and transmit calls; log calls as required.
2. Supervise lower level operators; assist in hiring; train/orient and assign work; monitor performance; prepare performance evaluations; maintain work schedules; counsels and guides employees.
3. Resolves various operational problems; assist in developing and implementing new procedures.
4. Supervise and perform clerical tasks related to telephone equipment operation, office procedures and administration.
5. Update telephone directory as necessary to maintain a complete and accurate listing.
6. Assist in the maintenance and care of department equipment.
7. Perform duties of subordinates as required.
8. Perform related duties based on departmental need.

Unusual Working Conditions

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

Minimum Qualifications

- Ability to read and write common vocabulary; one year experience or training in operation of telephone equipment.

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