

## TELEPHONE OPERATOR

GENERAL STATEMENT OF DUTIES: Operates a telephone switchboard; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: This is routine clerical work involving responsibility for the operation of a cord or cordless telephone switchboard. The work is performed in accordance with a prescribed routine outlined by a superior. Relief operators whose major work is in another clerical field are allocated to other clerical classes. Supervision is not usually a responsibility of this position.

### EXAMPLES OF WORK: (Illustrative Only)

Operates a cord or a cordless telephone switchboard to relay incoming, outgoing, or interoffice calls;

Pushes switch keys to make connections and relay calls on a cordless switchboard;

Places long distance calls and, may for individual billing purposes, record or ascertain the nature of the call (business or personal);

Supplies information to callers and records messages;

Maintains a current record of persons employed by jurisdiction and their extension numbers;

Keeps record of calls placed and toll charges;

Performs clerical duties such as filing, sorting, processing mail, zeroing, or proofreading, as required;

Reports telephone lines which are out of order;

May receive visitors to school district offices;

May operate a bell, buzzer and/or paging system to call persons to answer a telephone call;

May receive and send telegrams.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the operation of a telephone switchboard and of proper techniques of placing and receiving telephone calls; good knowledge of organization and functions of the jurisdiction to which assigned; working knowledge of office terminology, procedures and equipment, ability to maintain simple clerical records neatly and accurately; ability to understand and follow simple oral and written instructions; pleasant speaking voice; tact and courtesy; industriousness and dependability; initiative and resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS:

In accordance with the Safe Schools Against Violence in Education (SAVE) legislation, Chapter 180 of the Laws of 2000, and by the Regulations of the Commissioner of Education, candidates for appointment in school districts must obtain clearance for employment from the State Education Department prior to employment based upon a fingerprint and criminal history background check.

Towns, Villages, Special Districts,  
Cities of Rye & Peekskill  
School Districts  
J.C.: Competitive

Job Class Code: 0202 (Municipalities)  
S202 (School Districts)