

CHIEF TELEPHONE OPERATOR

Code No.: 3-05-020
COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is an important supervisory position involving responsibility for supervising and participating in switchboard operations for a large building, agency or department. The Chief Telephone Operator directs the operation of a switchboard or telephone console in the constant relaying of incoming, outgoing and interoffice calls. This employee works under general supervision from, and reports directly to, an administrator. Direct supervision is exercised over Telephone Operators. Does related work as required.

TYPICAL WORK ACTIVITIES (All need not be performed in a given position. Other related activities may be performed although not listed):

Supervises Telephone Operators who operate a switchboard or phone console;

Trains new operators in working procedures and the operation of the telecommunication equipment;

Reviews and prepares records of toll charges;

Maintains records of personnel changes;

Contacts proper authorities in emergency situations such as fire or bomb threat;

Investigates and resolves complaints regarding service;

Reports to the supervisor all equipment malfunctions or breakdowns;

Operates a switchboard or phone console to relay incoming, outgoing, and interoffice calls when needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of office and department terminology; good knowledge of emergency procedures used in the department; good knowledge of the minor maintenance and operation of telecommunications equipment; skill in the operation of a switchboard or telephone console; ability to train and supervise a staff of Telephone Operators; ability to keep necessary office records and prepare reports; ability to resolve complaints in a timely manner; ability to understand and follow simple oral and written directions; ability to communicate using well structured sentences; ability to elicit pertinent information from callers; ability to work calmly under stressful conditions; clear speaking voice; good enunciation; good vision and hearing; tact; courtesy; manual dexterity; mental alertness; good memory; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school

equivalency diploma, plus three (3) years of paid full-time or its part-time equivalent clerical experience involving answering a telephone to relay calls or take messages.

NOTE: Where education is lacking, clerical experience as defined above may be substituted on a year-for-year basis; There is no education substitute for the required experience.

SPECIAL REQUIREMENT: Medical examination involving hearing and vision tests may be required and administered by the jurisdictions prior to appointment.

SPECIAL REQUIREMENTS: Depending on the position duties, candidates for employment with the Monroe County Government will be required to pass a pre-employment drug test.

SPECIAL REQUIREMENT FOR APPOINTMENT IN SCHOOL DISTRICTS AND BOCES

Per Chapter 180 of the Laws of 2000, and by Regulations of the Commissioner of Education, to be employed in a position designated by a school district or BOCES as involving direct contact with students, a clearance for employment from the State Education Department is required.

REVISED: January 8, 1987