

**SENIOR TELEPHONE OPERATOR**

Code No. 3-05-184

COMPETITIVE

**DISTINGUISHING FEATURES OF THE CLASS:** This position is responsible for supervising and participating in the operation of a switchboard or phone console for a department or agency. The Senior Telephone Operator provides training, guidance and scheduling for Telephone Operators as well as performing the day-to-day duties of a Telephone Operator. Responsibilities further involve handling difficult telephone situations (such as a very irate caller). The employee reports directly to and works under general supervision of a supervisory level staff member. 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)

Provides guidance and direction to Telephone Operators on a daily basis;

Trains new Telephone Operators in the proper operation of the switchboard and functions, policies and procedures of the department to which assigned;

Contacts the proper authorities in emergency situations;

Makes arrangements for switchboard coverage in the event of absences;

Investigates and resolves complaints regarding telephone services;

Reports to the supervisor all equipment malfunctions or breakdowns;

Operates the switchboard on a regular basis including providing information, securing information from callers, and relaying calls to appropriate unit;

Performs routine clerical duties as required;

Maintains and updates daily the employee directory for all departments and units serviced by the switchboard operation;

Maintains departmental records related to the functions of the department to which assigned.

**FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** Good knowledge of the functions, terminology and procedures of the department to which assigned; good knowledge of office procedures and practices; good knowledge of emergency procedures used in the department; skill in the operation of a switchboard or phone console; ability to train and guide other Telephone Operators; ability to schedule proper telephone coverage; ability to maintain clear and concise records and reports; ability to resolve complaints; ability to communicate effectively and clearly orally; ability to establish and maintain effective working relationships; tact and courtesy; good judgment; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of an equivalency diploma, plus two (2) years paid full-time or its part-time equivalent\* experience in operating a building switchboard, one (1) year of which must have been in a supervisory capacity.

**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.

ADOPTED: November 19, 1992

REVISED: September 4, 1997