

TELEPHONE OPERATOR BILINGUAL

Code No.: 4-05-077
COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a communications position responsible for relaying incoming, outgoing, and interoffice calls by operating a switchboard or phone console and dealing with English and Spanish speaking clients. Duties involve providing callers with information regarding department or agency services and phone numbers and securing information from callers in order to provide assistance. Duties include performing related clerical duties such as looking up information, updating directories, and greeting the public. The employee reports directly to, and works under the general supervision of a higher level clerical or professional 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.)

Performs the following in the English and Spanish language:

Operates a switchboard or phone console to relay incoming, outgoing, and interoffice calls or messages;

Secures and provides information to callers;

Transfers calls from a main telephone line to staff;

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Provides general information such as office hours, department and agency services, phone numbers, and directions to callers;

Questions callers to secure information needed to refer to appropriate departments;

Refers callers to other departments and agencies which may have the information sought;

Refers to alphabetical directories and manuals for numbers of agencies and departments;

Performs routine clerical duties as required including operation of basic business equipment;

Updates internal telephone directory to include recent changes;

Keeps record of calls placed and toll charges;

Contacts proper authorities in emergency situations such as fire and bomb threats;

Acts as a receptionist;

Takes written messages for absent staff members;

Places long distance calls;

Sorts, opens, and delivers mail or places in mail boxes.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of office and department terminology; working knowledge of emergency procedures used in the department; skill in the operation of a switchboard

or telephone console; ability to understand and follow simple oral and written directions; ability to communicate using well-structured sentences in the English and Spanish language; ability to use employee directories or rosters; ability to locate materials alphabetically; ability to elicit pertinent information from callers; ability to work calmly under stressful conditions; ability to speak clearly and enunciate well in the English and Spanish language; clerical aptitude; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma plus six (6) months 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 REQUIREMENTS: If you are appointed, you will be required to have a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the position.

Monroe County Civil Service Commission

ADOPTED: July 8, 2019