

Jurisdictional Class: Labor for Oneida County Government Only
EEO Category: Service/Maintenance
Revised: 12/24/2019

TELEPHONE OPERATOR II

DISTINGUISHING FEATURES OF THE CLASS: This is routine work involving the answering of incoming calls and directing them to the proper departments. The work is performed under the general supervision of a higher level supervisor. Supervision is not a function of this class. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Answers all incoming and in-house calls;
Transfers calls to the proper departments.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the technique of placing and receiving telephone calls; pleasant speaking voice and clear enunciation; good judgment; resourcefulness; excellent hearing.

MINIMUM QUALIFICATIONS: None.

Adopted: 11/15/2001
Revised: 03/13/2019; 12/24/2019