

Civil Division: Oneida County Government, Schools,
Mohawk Valley Water Authority
Jurisdictional Class: Competitive
Non-Competitive (Part-time)
EEO Category: Administrative Support
Revised: 01/30/08

TELEPHONE OPERATOR I

DISTINGUISHING FEATURES OF THE CLASS: This is clerical work involving the full-time operation of a telephone switchboard. The work is performed in accordance with prescribed procedures. Positions in this class involve considerable contact with the public. Incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Answers telephone calls and makes station connections;
Assists staff in placing phone calls;
Places long distance calls;
Greet visitors and directs them to the correct office;
Keeps a record of calls and toll charges;
Records messages when department personnel cannot be contacted;
Furnishes routine information to the public;
Receives and sends telegrams;
Reports equipment failure;
Performs other routine clerical duties.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of office terminology procedures and equipment; working knowledge of business arithmetic and English; skill in the operation of a telephone switchboard; ability to speak in a clear pleasing voice and manner of speaking; ability to understand and follow simple oral and written directions; excellent hearing.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from high school or possession of a high school equivalency diploma;
OR
- (B) Six (6) months of full time work experience.

NOTE: Verifiable part-time and/or volunteer experience as defined in (B) above will be pro-rated toward meeting full-time experience requirements.

Adopted as "Telephone Operator": 03/02/82
Revised: 07/08/94, 04/11/95, 06/18/97
Title change to "Telephone Operator I": 11/16/01
Revised: 04/17/06, 01/30/08