

[Go Back](#)

**NASSAU COUNTY**

**Title : PRINCIPAL TELEPHONE  
OPERATOR**

**SCHOOL DISTRICTS**

**Code: 020108 BFI**

**CLASS SPECIFICATION**

**Page : 1 of 1**

**Competitive**

**GENERAL STATEMENT OF DUTIES**

Supervises and is responsible for courteous and efficient operation of a multiple-position switchboard; performs related duties as required.

**COMPLEXITY OF DUTIES**

Under general supervision, the incumbent performs supervisory duties over telephone switchboard operators.

**TYPICAL DUTIES**

1. Directs operation and operates a multiple-position switchboard.
2. Assigns work schedules and supervises subordinate staff.
3. Trains employees.
4. Maintains toll call records and verifies phone bills.
5. Makes recommendations for improved services.
6. May operate switchboard.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, AND ABILITIES**

1. Thorough knowledge of the operation of a multiple-position telephone switchboard.
2. Knowledge of acceptable methods for placing and receiving telephone calls.
3. Ability to operate a multiple-position switchboard.
4. Pleasant speaking voice.

**MINIMUM QUALIFICATIONS**

**Training and Experience**

Graduation from high school

and

Three years of experience in operating a multiple-position switchboard, including one year in a supervisory capacity.

**NOTE:** Experience, as outlined above, in excess of the three-year requirement may be substituted for high school education on a year-for-year basis up to a maximum of two years.

[Go Back](#)