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NASSAU COUNTY

**Title : SENIOR TELEPHONE
OPERATOR**

SCHOOL DISTRICTS

Code : 020105 BFF

CLASS SPECIFICATION

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Competitive

GENERAL STATEMENT OF DUTIES

Operates a multi-position telephone switchboard; performs related duties as required.

COMPLEXITY OF DUTIES

Under general supervision, is responsible for the efficient operation of a multi-position telephone switchboard. Supervision may be exercised over the work of one or more telephone operators.

TYPICAL DUTIES

1. Operates a multi-position switchboard.
2. Maintains toll call records; verifies phone bills.
3. Makes recommendations for improving service.
4. May train and supervise subordinate operators.

FULL PERFORMANCE KNOWLEDGES, SKILLS, AND ABILITIES

1. Knowledge of the operation of a multi-position switchboard.
2. Knowledge of acceptable methods for placing and receiving calls.
3. Ability to supervise subordinate personnel.
4. Ability to understand and follow oral and written instructions.
5. Tact and courtesy.

MINIMUM QUALIFICATIONS

Training and Experience

Graduation from high school
and

One year of experience as a multi-position switchboard operator.

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

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