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NASSAU COUNTY
SCHOOL DISTRICTS
CLASS SPECIFICATION

Title : TELEPHONE OPERATOR
Code: 020102 BFC
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Competitive

GENERAL STATEMENT OF DUTIES

Operates a telecommunications control console for incoming, outgoing, and inter-office calls; performs related duties as required.

COMPLEXITY OF DUTIES

Under general supervision, the duties require the use of judgment in monitoring and operating a telecommunications control console.

TYPICAL DUTIES

1. Answers telephone calls and relays calls to the appropriate parties.
2. Maintains a current record of changes in office and personnel.
3. Places long distance calls.
4. Maintains a record of calls and toll charges.
5. Gives out routine information to the public.
6. Receives and sends telegrams.
7. Reports telephone lines which are out of order.
8. Acts as receptionist, provides information and directs the public.
9. Performs miscellaneous clerical duties.

FULL PERFORMANCE KNOWLEDGES, SKILLS, AND ABILITIES

1. Considerable knowledge of the operation of a telecommunications control console.
2. Knowledge of office terminology, procedures, and equipment.
3. Ability to hear well and speak clearly.
4. Ability to understand and follow oral and written directions.
5. Ability to establish and maintain effective working relationships with associates and the public.

MINIMUM QUALIFICATIONS

Training and Experience

Graduation from high school
and

Six months of satisfactory experience in the operation of a telecommunications control console.

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

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