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NASSAU COUNTY**Title : TYPIST-CLERK - TELEPHONE
OPERATOR****SCHOOL DISTRICTS
CLASS SPECIFICATION****Code: 090285 HEF
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Competitive****GENERAL STATEMENT OF DUTIES**

Performs typing and clerical duties, and 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 performing typing and clerical duties and in monitoring and operating a telecommunications control console.

TYPICAL DUTIES

- * 1. Types reports, letters, schedules, memoranda, and forms.
- * 2. Answers routine correspondence.
- * 3. Operates a data entry terminal keyboard and/or word processor.
- 4. Operates standard office copying machine.
- 5. Acts as receptionist, provides information, and directs the public.
- * 6. Proofreads various documents for errors and completeness.
- * 7. Answers telephone calls and relays calls to the appropriate parties.
- 8. Maintains a current record of changes in office and personnel.
- * 9. Places long distance calls.
- * 10. Maintains a record of calls and toll charges.
- 11. Gives out routine information to the public.
- 12. Receives and sends telegrams.
- 13. Reports telephone lines which are out of order.

FULL PERFORMANCE KNOWLEDGES, SKILLS, AND ABILITIES

1. Knowledge of grammar, spelling, and arithmetic.
2. Knowledge of the operation of a telecommunications control console.
3. Knowledge of office terminology, procedures, and equipment.
4. Ability to hear well and speak clearly.
5. Ability to understand and follow oral and written directions.
6. 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 or as a typist-clerk.

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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