

AUDITOR OF STATE
CLASSIFICATION
SPECIFICATION

CLASSIFICATION SERIES:
TELEPHONE OPERATOR

SERIES NO.:
1213

MAJOR AGENCIES:
AUDITOR OF STATE ONLY

EFFECT. DATE: **NEW EFF. DATE:**
09/22/1991

SERIES PURPOSE:

THE PURPOSE OF THE TELEPHONE OPERATOR OCCUPATION IS TO PROVIDE TELEPHONE SERVICES FOR AN AGENCY OR INSTITUTION.

INCUMBENTS OPERATE A SWITCHBOARD OR SIMILAR PIECE OF EQUIPMENT TO RECEIVE & TRANSMIT CALLS.

CLASS TITLE:

TELEPHONE OPERATOR 1

CLASS NUMBER:

12131

EFFECTIVE DATE:

09/22/1991

NEW EFFECTIVE DATE:

CLASS CONCEPT:

THE FULL PERFORMANCE LEVEL CLASS WORKS UNDER GENERAL SUPERVISION & REQUIRES CONSIDERABLE KNOWLEDGE OF SWITCHBOARD OPERATION IN ORDER TO RECEIVE & TRANSMIT CALLS & MESSAGES.

CLASS TITLE: TELEPHONE OPERATOR 1	CLASS NO.: 12131	BARG. UNITS: 050
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EFFECTIVE DATE:

09/22/1991

NEW EFFECTIVE DATE:

JOB DUTIES IN ORDER OF IMPORTANCE: (THESE DUTIES ARE ILLUSTRATIVE ONLY. INCUMBENTS MAY PERFORM SOME OR ALL OF THESE DUTIES OR OTHER JOB-RELATED DUTIES AS ASSIGNED.)

OPERATES SWITCHBOARD TO RECEIVE & TRANSMIT CALLS & MESSAGES & PERFORMS ASSIGNED ANCILLARY FUNCTIONS (E.G., NOTIFY APPROPRIATE PERSONNEL OF EMERGENCY CALLS, MONITOR SECURITY ALARMS & USE PAGING SYSTEM TO ALERT PERSONNEL OF HAZARDOUS CONDITIONS).

PROVIDES CLERICAL SERVICES TO AGENCY PERSONNEL (E.G., OPERATES COPY MACHINE, TYPES FORMS &/OR OTHER ROUTINE DOCUMENTS, FILES INFORMATION, GREETES VISITORS, MAINTAINS KEYS FOR AGENCY CAR POOL, OPENS MAIL).

MAJOR WORKER CHARACTERISTICS:

KNOWLEDGE OF PUBLIC RELATIONS*; OFFICE PRACTICES & PROCEDURES*. SKILL IN OPERATION OF TELEPHONE SWITCHBOARD EQUIPMENT. SKILL IN TYPING*. ABILITY TO DEAL WITH PROBLEMS INVOLVING FEW VARIABLES WITHIN FAMILIAR CONTEXT; READ SHORT SENTENCES WITH CONCRETE VOCABULARY; ANSWER ROUTINE INQUIRIES FROM PUBLIC.

(*)DEVELOPED AFTER EMPLOYMENT.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

1 COURSE OR 3 MOS. EXP. IN TELEPHONE SWITCHBOARD OPERATION

-OR ALTERNATIVE, EQUIVALENT EVIDENCE OF THE MAJOR WORKER CHARACTERISTICS NOTED ABOVE.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

NOT APPLICABLE.

UNUSUAL WORKING CONDITIONS:

WORKS IN CONFINED AREA.