

Jurisdiction: Oneida County  
Jurisdictional Class: Competitive  
Adopted: 11/15/01

## **TELEPHONE OPERATOR II**

**DISTINGUISHING FEATURES OF THE CLASS:** This is higher level clerical, team lead work involving the operation of a telephone switchboard. The incumbent is responsible for coordination of the multiple position switchboard and the efficient handling of telephone calls. Responsibility also involves routine clerical and administrative support functions to the Supervisor of Buildings and Grounds. The work is performed under the general supervision of the Supervisor of Buildings and Grounds. Supervision is not a function of this position. Does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative Only)

Answer all incoming and in-house calls and direct call to the proper departments;  
Maintain card files, employees directories, and information summary sheets;  
Take messages for staff, direct visitors to the correct department;  
Train staff and employees in the operation of the phone system(s);  
Assign and direct work to operators;  
Provides initial and continued training of telephone operators;  
Resolve caller complaints;  
Type monthly reports, compose and type letters, memos, etc;  
Record requests for maintenance and report requests immediately;  
Maintain filing system, file paperwork, and gather data for phone book;  
Order supplies;

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** Good knowledge of the operation of a multiple position switchboard; good knowledge of the technique of placing and receiving telephone calls, knowledge of office procedures, terminology and equipment; ability to maintain records; ability to operate a micro-computer and related software; pleasant speaking voice and clear enunciation; initiative; that; good judgement; resourcefulness.

**MINIMUM QUALIFICATIONS:** Either:

- (A) Graduation from high school or possession of a high school equivalency diploma **AND** two (2) years of clerical experience which must have included answering phones; **OR**
- (B) Four (4) years of experience as stated in (A) above;

**NOTE:** Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time experience requirements.