

Classification and Qualification



STANDARDS

The California State University System

Supervising Telephone Operator

Class Code 1628

Date Established 12-13-45

Date Revised 1-1-78

Occupation Index Reference D-1

DEFINITION:

Under general supervision, serves as a chief operator for a central telephone switchboard on a California State University or College campus and trains and supervises other operators, and does related work as required.

Examples of Typical Activities:

The incumbents of positions in this class supervise the work of a group of telephone operators engaged in the operation of a central telephone switchboard; train new telephone operators; maintain efficient service; arrange assignments of operators on the basis of traffic load; adjust complaints; assist in compiling telephone directories; give out routine information; relieve on the switchboard when necessary. The incumbents of positions in this class must be thoroughly familiar with the organizational structure and functions of the campus so as to be responsive to both incoming and internal calls in the way of providing timely and accurate telephone service.

MINIMUM QUALIFICATIONS:

Knowledges and Abilities:

Thorough knowledge of telephone techniques and switchboard procedures.

Ability to use telephone directories and to memorize names of campus personnel and telephone number stations on the switchboard; ability to acquire a working knowledge of the functions and services of the campus; ability to ask pertinent questions; ability to analyze situations accurately and to take proper action; ability to think and act quickly in emergencies; ability to do light clerical work; ability to read and write at a level appropriate to the duties of the position; ability to speak clearly and pleasantly; ability to schedule and supervise the work of others; and ability to maintain cooperative working relationships with callers.

and

Experience:

Two years of experience in the operation of a central telephone switchboard.

Work Week Group: 1
Premium O/T: Yes
Shift Differential: Yes
Employee Category: Non-Academic