

Classification and Qualification



STANDARDS

The California State University System

Telephone Operator

Class Code 1635

Date Established 11-13-31

Date Revised 1-1-78

Occupation Index Reference D-1

DEFINITION:

Under immediate supervision, operates or learns to operate a central telephone switchboard on a State University or College campus, and does related work as required.

Examples of Typical Activities:

The incumbents of positions in this class are responsible for the operation of a central switchboard, receiving and routing incoming telephone calls, placing local and long distance calls and transferring calls between extensions.

Incumbents of positions in this class answer requests for routine information. The incumbents of these positions also must be thoroughly familiar with the organizational structure and function of the campus so as to be responsive to both incoming and internal calls in the way of providing timely and accurate telephone service. The incumbents must be able to exercise tact and judgment in dealing with incoming calls and must be able to handle emergency situations with calmness and dispatch. They also perform clerical duties of average difficulty in communication with, or in addition to, their operation of the switchboard.

MINIMUM QUALIFICATIONS:

Knowledges and Abilities:

Ability to rapidly learn the operating telephone techniques and switchboard procedures of the work unit.

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

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