Classification and Qualification
STANDARDS

Telephone Operator

Class Code: 1635
Date Revised: 01-01-1978
FLSA: Non-Exempt

Classification Standard Reformatted: 06-01-2013

OVERVIEW:
Under immediate supervision, Telephone Operators operate or learn to operate a central telephone switchboard on a CSU campus, and perform related work as required.

TYPICAL ACTIVITIES:
The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this classification.

Telephone Operators typically perform work involving some or all of the following duties: operate a central switchboard; receive and route incoming telephone calls; place local and long distance calls and transfer calls between extensions; and answer requests for routine information.

Incumbents 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. Incumbents also must exercise tact and judgment in dealing with incoming calls; handle emergency situations with calmness and dispatch; and perform clerical duties of average difficulty in communication with, or in addition to, their operation of the switchboard.

MINIMUM QUALIFICATIONS:

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