

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE
TELEPHONE OPERATOR

DEFINITION

Under immediate to general supervision, performs public contact work primarily involving the operation of a private branch exchange telephone switchboard, either cord or console type; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

May operate a dial or pushbutton, cord-type or console-type telephone switchboard.

Receives incoming local and long distance calls and makes proper connections to persons or departments requested.

Places local, inter-office, regular, and special long distance calls.

Provides non-technical information, including telephone numbers, extensions, and locations of individuals and organizations from telephone directories and rotary files arranged alphabetically by name of person, office or organization, organizationally by function, or by similar means.

Maintains records of long distance calls and messages which cannot be delivered at once.

Handles emergency calls by contacting proper authority for assistance; and contacts telephone repair service when any problems arise.

Locates persons for incoming telephone calls.

Acts as a receptionist, directing visitors to the proper office and providing information concerning the location of departments and persons, functions of the organization, etc.

Performs incidental clerical work such as typing, filing records, sorting mail, and filling out forms.

Operates associated communication equipment, such as voice paging systems, mobile radio units, and others.

COMPETENCIES REQUIRED

Knowledge of the location of organizational units, functions, and key personnel of the employing agency.

Knowledge of telephone procedures and systems.

Knowledge of the functions of the agency served.

Knowledge of good human relations practices.

Knowledge of reference and telephone guides.

Knowledge of basic office procedures.

Ability to read, write, and speak the English language.

Ability to use tact and be courteous, especially when confronted with problems.

Ability to use correct diction and voice modulation.

Ability to work under pressure.

Ability to operate telephone equipment and develop skill in its use.

Displays high standards of ethical conduct. Exhibits honesty and integrity. Refrains from theft-related, dishonest or unethical behavior.

Works and communicates with internal and external clients and customers to meet their needs in a polite, courteous, and cooperative manner. Committed to quality service.

Displays a high level of initiative, effort and commitment towards completing assignments efficiently. Works with minimal supervision. Demonstrates responsible behavior and attention to detail.

Responds appropriately to supervision. Makes an effort to follow policy and cooperate with supervisors.

Aligns behavior with the needs, priorities and goals of the organization.

Encourages and facilitates cooperation, pride, trust, and group identity. Fosters commitment and team spirit.

Expresses information to individuals or groups effectively, taking into account the audience and nature of the information. Listens to others and responds appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

The equivalent of one year of full-time experience in general office, sales, reception, tour guide or related work which involved direct and regular contact with people;

OR

graduation from high school or G.E.D. equivalency;

OR

the satisfactory completion of a recognized job-related training course at the high school or equivalent level (MDTA, CEP, WIN, etc.) for the required experience.

NOTE

Some agencies may require applicants to demonstrate the ability to type, where accuracy rather than speed is essential.

Effective Date: 12/94 BW