

## **GENESEE COUNTY**

### **TELEPHONE OPERATOR (HELP Program)**

**DISTINGUISHING FEATURES OF THE CLASS:** The duties involve the operation of a telephone switchboard and occasional routine clerical and typing assignments as necessary. Work is performed in accordance with a prescribed routine outlined by a supervisor. Does related work, as required.

**TYPICAL WORK ACTIVITIES:**

Answers telephone calls and makes necessary transfers;  
Maintains a current record of changes in office and personnel;  
Places long distance calls;  
Gives out routine information to the public;  
Types and maintains various kinds of records and reports;  
Receives and sends faxes;  
Reports telephone lines which are out of order;  
Sorts and indexes cards, forms, letters and other simple office materials when required;  
May act as a receptionist, giving information and directing public.

The above examples of duties are intended only as illustrations of the various types of work 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 the position.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND/OR PERSONAL CHARACTERISTICS:** Working knowledge of the operation of a telephone switchboard; working knowledge of office terminology, procedures and equipment; working knowledge of business arithmetic and English; a clear pleasing voice and manner of speaking; ability to type accurately at an acceptable rate of speed; ability to understand and follow simple oral and written directions; excellent hearing; mental alertness; clerical aptitude; tact and courtesy.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle, or feel objects, tools or controls; and reach with hands and arms. The employee is required to walk, talk and hear.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

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The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

### **MINIMUM QUALIFICATIONS:**

- A. Graduation from high school or possession of an appropriate equivalency diploma recognized by the NYS Department of Education, including or supplemented by a course in typing;

**OR:**

- B. Graduation from high school or possession of an appropriate equivalency diploma recognized by the NYS Department of Education, and one (1) year of full-time, paid clerical experience, in which typing was required.

Part-time, paid experience will be pro-rated.

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.