

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Telephone Operator

Unit: Office Technical

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Job Code: J1148
Original Date: 06/1990
Last Revision: 01/2024
Staff Type: Classified
FLSA status: Non-exempt
Salary Range: 14

DEFINITION

Under the direction of an assigned supervisor, operate a telephone system and provide routine information to the public.

EXAMPLE OF DUTIES

1. Answer, screen, and route all incoming telephone calls.
2. Provide routine information to employees, students, and the public as requested.
- 3. Receive and transmit messages.
4. Receive and direct visitors; issue visitor and staff parking permits.
5. Perform clerical work such as typing, filing, proofreading, collating, and distributing materials as assigned.
6. Operate a variety of office machines and equipment, including computer hardware and software.
7. May schedule appointments, distribute mail, and maintain simple records.
8. Train and provide work direction to others as assigned.
9. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Business telephone procedures and etiquette.
- District organization, operations, policies, and objectives.
- English usage, grammar, spelling, punctuation, and vocabulary.
- Modern office practices, procedures, and equipment, including computer hardware and software.
- Operation of telephone system.
- Oral and written communications skills.
- Record-keeping techniques.

Skills and Abilities:

- Communicate effectively both orally and in writing.
- Demonstrate interpersonal skills using tact, diplomacy, and courtesy.
- Establish and maintain effective working relationships with others.
- Hear accurately and speak clearly and distinctly.
- Maintain records and prepare reports.
- Operate a telephone system.
- Operate a variety of office machines and equipment, including computer hardware and software.
- Relate effectively over the telephone with people from various cultural and socio-economic backgrounds.
- Understand and follow oral and written directions.
- Work cooperatively with others.

Training and Experience:

Any combination of training and experience equivalent to: graduation from high school including or supplemented by training in the use of telephone systems or at least one year of related work experience.

WORKING CONDITIONS

Physical Requirements:

Category III

Environment:

Favorable, usually involves an office.