

San Diego Community College District

CLASSIFICATION DESCRIPTION

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Job Code: J1148
Original Date: 06/1990
Last Revision: 06/1990
Staff Type: Classified
FLSA status: Non-exempt
Salary Range: 11

Title: Telephone Operator

Unit: Office Technical

DEFINITION

Under the direction of an assigned supervisor, operate a Centrex 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. Maintain accurate record of long distance calls and toll charges; place, receive, and complete long distance calls as requested.
4. Receive and transmit messages.
5. Receive and direct visitors; issue visitor and staff parking permits.
6. Perform clerical work such as typing, filing, proofreading, collating, and distributing materials as assigned.
7. Operate a variety of office equipment such as Centrex telephone, typewriter, and reproduction machine.
8. May schedule appointments, distribute mail, and maintain simple records.
9. Train and furnish work direction to relief operators as assigned.
10. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Business telephone procedures and etiquette.
- Operation of a Centrex telephone system.
- Modern office practices, procedures, and equipment.
- Record-keeping techniques.
- English usage, grammar, spelling, punctuation, and vocabulary.
- District organization, operations, policies, and objectives.
- Oral and written communications skills.
- Interpersonal skills using tact, patience and courtesy.

Skills and Abilities:

- Operate a Centrex telephone system.
- Operate a typewriter.
- Communicate effectively both orally and in writing.
- Work cooperatively with others.
- Relate effectively over the telephone with people from various cultural and socio-economic situations.

Maintain records and prepare reports.
Understand and follow oral and written directions.
Hear accurately and speak clearly and distinctly.
Establish and maintain effective working relationships 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 a Centrex telephone system or at least one year of related work experience.

WORKING CONDITIONS

Physical Requirements:

Category III

Environment:

Favorable, usually involves an office.