

APPROVED

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of Personnel  
Administration

MASSACHUSETTS DEPARTMENT OF PERSONNEL ADMINISTRATION  
CLASSIFICATION SPECIFICATION

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I. TELEPHONE OPERATOR SERIES:

Telephone Operator I  
Telephone Operator II

II. SUMMARY OF SERIES:

Incumbents of positions in this series operate telephone switchboards; relay incoming and outgoing telephone calls; receive, relay and log messages; contact sources of aid in times of emergency; greet visitors and provide information to visitors and callers; and perform related work as required.

The basic purpose of this work is to expedite and channel telephone communications.

III. ORGANIZATIONAL LEVELS:

Telephone Operator I is the entry-level clerical job in this series.

Telephone Operator II is the first-level supervisory job in this series.

IV. EXAMPLES OF DUTIES COMMON TO ALL LEVELS IN SERIES:

1. Operates a cord or cordless switchboard for a telephone communications system.
2. Receives, screens, takes messages from and refers incoming calls to the appropriate individual and/or agency by providing them with the correct telephone numbers, area codes, dialing instructions and other related information.
3. Places phone calls for supervisors or agency staff; requests information relative to use of phone lines; and maintains logs on such telephone calls for comparison with monthly telephone bills.
4. Receives emergency phone calls and dispatches emergency personnel to the scene.
5. Greets and directs visitors to the individuals and/or agency, answers questions, listens to complaints and provides information and/or literature pertaining to agency rules, regulations and/or operations.
6. Provides information by telephone concerning employees, clients, students and/or agency operations according to established guidelines.
7. Distributes and tests pagers or beepers for emergency team personnel.

8. Calls for phone system repairs.
9. Performs related duties such as maintaining files and records; sorting mail; updating directories and other reference material; and maintaining schedules and time sheets.

Based on assignment incumbents of positions may also:

1. Operate radio transmitting and receiving equipment and maintain records and logs of messages.

V. DIFFERENCES BETWEEN LEVELS IN SERIES:

Telephone Operator II:

Incumbents of positions at this level also:

1. Provide instructions to new employees on telephone operating procedures and related agency communications equipment.
2. Place orders for supplies.

Based on assignment, incumbents of positions at this level may also:

1. Compute bills for telephone calls and prepare reports on such matters as telephone charges.

VI. RELATIONSHIPS WITH OTHERS:

Major work contacts are with agency staff, personnel of other agencies, inmates, patients/clients, students, business and sales persons and/or the general public.

VII. SUPERVISION RECEIVED:

Telephone Operator I:

Incumbents of positions at this level receive close supervision from Telephone Operators or other employees of higher grade who provide instruction, assign work and review performance through conferences and reports for accuracy and compliance with agency procedures, rules and regulations.

Telephone Operator II:

Incumbents of positions at this level receive direct supervision from employees of higher grade who provide instruction, assign work and review performance through reports for accuracy, completeness and compliance with agency procedures, rules and regulations.

VIII. SUPERVISION EXERCISED:

Telephone Operator II:

None.



Telephone Operator II:

Incumbents of positions at this level exercise direct supervision (i.e. not through an intermediate level supervisor) over, assign work to and review the performance of 1-10 clerical personnel.

IX. WORKING CONDITIONS:

Telephone Operators work indoors and may work varied shifts, weekends, holidays or nights.

X. QUALIFICATIONS REQUIRED AT HIRE FOR ALL LEVELS IN SERIES:

1. Ability to understand, explain, and apply the laws, rules, policies and procedures governing assigned unit activities.
2. Ability to read, write and comprehend the English language.
3. Ability to operate cord or cordless switchboard equipment.
4. Ability to speak clearly and distinctly.
5. Ability to deal tactfully with others.
6. Ability to obtain information through questioning individuals.
7. Ability to make decisions and act quickly in emergency situations.
8. Ability to work accurately with names, numbers, codes and/or symbols.
9. Ability to assemble items of information according to established procedures.
10. Ability to maintain accurate records.
11. Ability to follow oral and written instructions.
12. Ability to establish and maintain harmonious working relationships with others.
13. Ability to work independently.
14. Ability to exercise discretion in handling confidential information.

Additional qualifications required at hire for Telephone Operator II positions:

1. Knowledge of the methods and techniques of operating cord or cordless telephone switchboard equipment.
2. Skill in using cord or cordless telephone switchboard equipment.

3. Ability to supervise, including planning and assigning work according to the nature of the job to be accomplished, the capabilities of subordinates and available resources; controlling work through periodic reviews and/or evaluations; determining subordinates' training needs and providing or arranging for such training; motivating subordinates to work effectively; determining the need for disciplinary action and either recommending or initiating disciplinary action.

Based on assignment, the following additional qualifications may be required at hire:

1. Ability to perform simple arithmetical computations with speed and accuracy (addition, subtraction multiplication and division).

XI. QUALIFICATIONS ACQUIRED ON JOB AT ALL LEVELS IN SERIES:

1. Knowledge of the laws, rules, policies and procedures governing assigned unit activities.
2. Knowledge of the standard procedures governing the use of telephone switchboard and/or other communication equipment.
3. Knowledge of the proper telephone procedures for making and receiving agency calls.
4. Knowledge of the types and uses of agency forms.

Based on assignment, the following additional qualifications may be acquired on the job:

1. Knowledge of the principles and techniques of operating a radio console and/or radio telephone system.

Additional qualifications acquired on job in Telephone Operator I positions:

1. Knowledge of the methods and techniques of operating cord or cordless telephone switchboard equipment.
2. Skill in using cord or cordless telephone switchboard equipment.

Additional qualifications acquired on job in Telephone Operator II positions:

1. Knowledge of the principles, practices and techniques of supervision.

XII. MINIMUM ENTRANCE REQUIREMENTS:

Telephone Operator I:

None.

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Telephone Operator II:

Applicants must have at least six months of full-time, or equivalent, experience in the operation of a PBX telephone switchboard.

XIII. SPECIAL REQUIREMENTS:

None.

Occupational Group

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