

SUPERVISING TELECOMMUNICATIONS OPERATOR

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of a higher level supervisor, incumbents of this class provide direct supervision over a small number of telecommunication operators on an assigned shift, ensuring the appropriate and timely handling of telephone calls and beeper communications. Work is performed on a complex multiple position dial system switchboard with a large number of stations. Responsibility also involves ensuring appropriate implementation of emergency procedures such as disaster plans, hot lines, and alarms. This class differs from Switchboard Supervisor in that the Switchboard Supervisor is the highest level supervisor over operators, whereas the Supervising Telecommunications Operator functions as a shift supervisor under the general supervision of a higher level supervisor. Supervision is exercised over a number of operators. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Supervises the operation of a multiple position switchboard or centrex console, on an assigned shift, serving a large number of stations to ensure the appropriate and timely handling of telephone calls and emergencies;

Trains new employees in the operation of the telecommunication systems and beepers and the proper methods for directing and handling established procedures;

Supervises operators in the implementation of appropriate emergency procedures such as hot lines, disaster plans, and alarms;

Compiles, reports and records tolls and charges, and distributes telephone bills;

Maintains a current directory of all phone numbers both by office and personnel;

Makes recommendations to improve the efficiency of the telecommunication system;

Calls the telephone company repairman for needed maintenance, installation and changes to the switchboard or to telephone extensions;

Relieves operators or fills in during their absence to ensure proper coverage;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May access protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive);

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of the operation of a complex multiple position switchboard; thorough knowledge of the techniques of placing and receiving telephone calls; knowledge of office procedures, terminology and equipment; ability to maintain detailed records; ability to plan and supervise the work of others; ability to get along well with others; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; mental alertness; pleasant speaking voice and clear enunciation; initiative; tact; poise; good judgment; resourcefulness; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and three years experience where the primary function of the position was in the operation of a multiple position switchboard.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.