



RECEPTIONIST 2

FUNCTIONAL DEFINITION:

This is a supervisory of independent work of comparable responsibility in the operation of a large central telephone consoles. An employee in this class supervises and performs work in all the operations of a large central telephone switchboard where the traffic load requires the services of several operators. Work includes the scheduling and training of assistants. Employees are responsible for speed and accuracy in placing and in answering calls and for remembering names and locations of personnel in the department. Work involves the keeping of all clerical records on incoming and outgoing calls, which usually includes numerous toll charges. Employees work under general administrative supervision.

EXAMPLES OF WORK PERFORMED:

- Supervises all activities of large central telephone consoles
- Answers incoming local and long distance telephone calls and makes proper connections to persons requested
- Places local and long distance outgoing calls, as well as inter-office calls
- Operates call systems in paging staff personnel at a hospital, dispensary or institution
- Answers routine non-technical questions and refers other questions to proper persons or units
- Trains and oversees work of assistant operators
- Acts as a receptionist, receiving, announcing and directing callers and giving non-technical information
- Keeps records of long distance calls and performs other clerical work
- Performs related work as required

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Considerable knowledge of the operation of a telephone console
- Knowledge of procedures involved in charging for and transmitting long distance and other toll telephone services
- Knowledge of the names and locations of personnel in the department or work location and of essential departmental operations
- Knowledge of good English usage and grammar
- Ability to supervise and cooperate with other operators in the work on a large console under conditions of heavy traffic load
- Ability to answer telephone calls or questions politely and efficiently at a reception desk
- Ability to train new operators in telephone console operation
- Ability to keep clerical records and to prepare reports

MINIMUM EXPERIENCE AND TRAINING:

One year as a Receptionist I, or one year of experience in the operation of a large telephone console; and graduation from high school, or any equivalent combination of experience and training.