

**BOARD OF REGENTS
STATE OF IOWA
REGENTS MERIT SYSTEM**

Class Title: Telecommunications Operator

Class Code: 7771

Pay Grade: 504

GENERAL CLASS DESCRIPTION:

Under direct supervision operates a telecommunications switchboard, either cord or console.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

1. Receives and routes incoming calls and assists callers in locating desired party.
2. Provides information to callers including telephone numbers, extensions, locations of individuals, organizations and institutional functions within established guidelines.
3. Places telephone calls, local, intra-institutional and long distance, making proper connection to individual or department requested; and completes records to insure proper billing.
4. Establishes multi-party conference calls as required.
5. Operates associated communications equipment such as paging systems, tape records and other emergency equipment including civil defense and fire alarm equipment in the area.
6. Within established guidelines handles emergency calls by contacting the proper personnel for assistance.
7. Performs routine clerical duties associated with work such as incidental typing and recording of updated directory information as required.

KNOWLEDGES, SKILLS AND ABILITIES:

1. Ability to communicate orally with all types of individuals in a variety of situations.

The tasks listed under the heading of Characteristic Duties and Responsibilities are examples of the variety and general nature of duties performed by employees in positions allocated in the class. The list is descriptive only and should be used for no other purpose. It is not intended that any position include every duty listed, nor is it intended that related duties cannot be required.

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2. Ability to keep accurate and up-to-date records.
3. Knowledge of telecommunication systems and ability to operate the institutional system efficiently.
4. Ability to interpret and execute oral and written instructions.

MINIMUM ELIGIBILITY REQUIREMENTS:

Ability to read, write and follow instructions.

REVISION EFFECTIVE: July 1, 1989