

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

Class Title: Telecommunications Operator,
Chief

Class Code: 7772

Pay Grade: 109

GENERAL CLASS DESCRIPTION:

Under general supervision, supervises telecommunications operators and directs the operation of the switchboard.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

1. Interviews, recommends hiring and training Telecommunications Operators; reviews work and evaluates performance.
2. Organizes and assigns work to insure that stations are covered at all times; maintains personnel and payroll records on operators.
3. Evaluates and responds to emergency/urgent situations involving non-protocol questions posed to telecommunications operators.
4. Contact telephone repair service to report telephone service malfunctions and general telephone and related equipment repair problems.
5. Assists servicing personnel in locating troubles when needed.
6. Maintains current telephone directory for institution or area services; maintains other records on telephone usage as directed.
7. Assists in recommending changes for purchase of telephone or related equipment as required.
8. Supervises and participates in the operation of the switchboard and other related communications equipment.

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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KNOWLEDGES, SKILLS AND ABILITIES:

1. Ability to train, evaluate, supervise, schedule, and assign work to subordinate personnel.
2. Ability to communicate orally with all types of individuals in a variety of situations.
3. Ability to keep accurate and up-to-date records.
4. Knowledge of telecommunication systems and ability to operate the institutional system efficiently.
5. Ability to interpret and execute oral and written instructions.
6. Knowledge of emergency procedures.

MINIMUM ELIGIBILITY REQUIREMENTS:

Three years experience as a telephone operator.

REVISION EFFECTIVE:

July 1, 1989