

ILLINOIS DEPARTMENT OF CENTRAL MANAGEMENT SERVICES  
CLASS SPECIFICATION

SWITCHBOARD OPERATOR SERIES

<u>CLASS TITLE</u>	<u>POSITION CODE</u>	<u>EFFECTIVE</u>
SWITCHBOARD OPERATOR I	44411	6/1/2015
SWITCHBOARD OPERATOR II	44412	6/1/2015
SWITCHBOARD OPERATOR III	44413	6/1/2015
SWITCHBOARD CHIEF OPERATOR	44410	6/1/2015

SERIES INTRODUCTION:

This series includes all positions regularly performing work requiring the operation of multiple or nonmultiple console type of telephone switchboard equipment with primary responsibility for accuracy and speed in placing and answering telephone calls or supervising these activities.

Switchboard operating has characteristic work stresses which vary with the volume of telephone traffic. Typically, however, as the volume of calls increases, the operator becomes restricted in the types of services provided and the degree of involvement permitted with each caller. The basic job of every switchboard operator includes some degree of direct involvement with the telephone user. This ranges from responding to a direct and simple request by making the necessary connection, to regularly having to carry on extended dialog with callers and others in an attempt to complete the call.

Two groups of switchboard operators provide telephone operator services to state agencies - those who work at either a large PBX (Private Branch Exchange) or a large Centrex switchboard where the traffic load can be such as to require the services of four or more full-time operators on a shift. The PBX operators serve all agencies and offices within the State of Illinois complexes (approximately 200 large and small agencies); the other group of operators work on small PBX or centrex switchboards, where the traffic load may require one to three full-time operators on a shift and normally serves one agency. When these operators are not performing at the switchboard, they may be involved in carrying out simple and incidental clerical work such as filing, keyboarding, keeping simple records and receiving and sorting mail. These positions may also serve as receptionists answering routine nontechnical questions.

## SWITCHBOARD OPERATOR SERIES DISCUSSION (Continued)

The Operator II's work tends to be more diverse and stressful since the variety of agencies served increases the amount of judgment exercised when selecting the type of questions to ask a caller before placing a call, and giving appropriate information when questions are directed to the operator about the functions and related areas of the agency served. These operators need to have a working knowledge of a large number of state agencies providing varied services to the general public. Additionally, because of extremely heavy traffic loads the operator is expected to complete these calls with increased speed and accuracy, thus enhancing the skills required for this level of operator.

Excluded from this series are those positions which involve the operation of a switchboard as an incidental duty to other work of a clerical nature. Such positions are classified to the series appropriate for that work, provided that the skills for operating telephone equipment is not grade controlling.

Reception positions which involve furnishing information to visitors and telephone callers alike and which do not require the specialized operation of telephone switchboarding equipment may be subsumed by the Clerical Series.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.

SWITCHBOARD OPERATOR I

POSITION CODE: 44411

#### DISTINGUISHING FEATURES OF WORK:

Under direct supervision, performs routine and repetitive work in operating a PBX switchboard, primarily involving responsibility for accuracy and speed in placing and answering calls; remembers names and locations of personnel in the agency; performs simple clerical work and maintains simple records involved in incoming and outgoing calls; additionally may perform simple and incidental clerical work which may involve operation of simple manual or automated office equipment.

#### ILLUSTRATIVE EXAMPLES OF WORK:

1. Places and receives local, regular and special long distance calls; handles standard emergency type calls for police, ambulance or calls such as fire alarms.
2. Furnishes telephone numbers, extensions, names, etc., from directories and files which are arranged alphabetically, numerically or by organizations and functions when there are a large number of organizational breakdowns of the activities served.
3. Refers calls to information services not connected with the telephone service or relays information between the caller and such information served (e.g., locators or information receptionists of various organizations) so that the call may be completed.
4. Serves as receptionist, receives and directs visitors, following location lists provided by others; obtains names, nature of business and answers questions when the information is readily learned, is of a nontechnical nature, and requires little or no discretion in deciding whether it should be provided.
5. Receives or sorts agency mail, arranges distribution or pick ups of mail, parcels and similar items within the state facility.
6. Reports out-of-order or malfunctioning telephone equipment within the agency facility to the appropriate telecommunications coordinator for maintenance.
7. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

## SWITCHBOARD OPERATOR I (Continued)

### DESIRABLE REQUIREMENTS:

#### Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years of high school. Qualifying state employees in the employee Upward Mobility Program may complete combinations of specific proficiency tests and training programs leading to a certificate of proficiency in lieu of the stated requirements for this classification.

#### Knowledge, Skills and Abilities

Requires working knowledge of switchboard operations.

Requires working knowledge of telephone etiquette.

Requires elementary knowledge of public relations.

Requires the ability to communicate effectively with the public on a one-to-one basis.

Requires the ability to operate in an independent manner.

Requires the ability to remember accurately, names and locations of personnel in the agency.

Requires ability to effectively work with ambiguity or unclear communication in conversations with the public.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.

SWITCHBOARD OPERATOR II

POSITION CODE: 44412

DISTINGUISHING FEATURES OF WORK:

Under general direction, serves as a lead worker, assisting lower level switchboard operators in handling a full range of telephone calls; determines work schedules and rest periods; or performs a full range of switchboard activities within a large high volume state office providing switchboard and information services to approximately 200 large and small agencies (where the traffic load may require the services of four or more operators on a shift).

ILLUSTRATIVE EXAMPLES OF WORK:

1. Serves as lead worker, participating in routine and repetitive work in the operation of a PBX switchboard; defines and reviews work; determines work schedules and rest periods.
2. Places and receives local, regular and special long distance calls; assists lower level operators with calls requiring unusual problems or problems requiring the exercise of judgment and knowledge for resolution so as not to tie up the flow of telephone traffic.
3. As a centrex switchboard operator, regularly provides dialing instructions to employees for various types of calls; provides directory assistance for all state agencies in the state centrex system; intercepts calls of disconnected and restricted telephone numbers, and furnishes new numbers and new location information.
4. Utilizes the comprehensive knowledge of the functions and programs of the agencies served and their organizational subdivisions, so as to distinguish for callers the proper party to contact, preventing unnecessary transferring of calls and the most accurate solution to an inquiry.
5. Pre-empts telephone circuits during local or statewide emergency situations so as to effect the priority call(s) first (which challenges the use of available circuitry) so as not to prevent important and timely communications.
6. Performs other duties as required or assigned which are reasonably within the scope of duties enumerated above.

## SWITCHBOARD OPERATOR II (Continued)

### DESIRABLE REQUIREMENTS:

#### Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years of high school.

Requires one year experience as a telephone operator.

#### Knowledge, Skills and Abilities

Requires working knowledge of switchboard operations.

Requires working knowledge of public relations.

Requires working knowledge of locations of and functions of various agencies.

Requires working knowledge of names and locations of personnel in the agencies served and the operation of the agencies served.

Requires the ability to communicate effectively with the public on a one-to-one basis.

Requires the ability to operate in an independent manner.

Requires the ability to work under emergency situations.

Requires the ability to deal tactfully with individuals in difficult contact situations.

Requires the ability to train new operators in all phases of switchboard work.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.

SWITCHBOARD OPERATOR III

POSITION CODE: 44413

DISTINGUISHING FEATURES OF WORK:

Under direction, supervises the activities of a group of switchboard operators, advises operators of all policies and procedures regarding the operation of the switchboard; personally answers more difficult calls in providing information and switchboard services; evaluates work performance of subordinates; may additionally supervise clerical support staff.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Supervises switchboard operators performing switchboard and/or information services; establishes and enforces benefit leaves such as vacation and personal days, lunch and rest periods, and shift changes; may additionally supervise clerical support staff and/or information clerks providing routine answers and information by means of telephone communications.
2. Monitors performance and prepares performance evaluations, recommends disciplinary action; reassigns staff to meet operating needs; establishes objectives; approves time off; reviews activity reports.
3. Instructs and advises lower level operators and staff of all policies and procedures regarding the operation of the switchboard; trains new operators in all phases of switchboard work.
4. Insures that the operators are providing accurate and complete information, supervises or compiles and updates facility telephone roster and directory.
5. Orders and distributes telephone directories from appropriate source; responds to requests for in-state and out-of-state telephone directories, submits billing information to proper authority for directories requiring fees, maintains records of the transactions.
6. Responds to the more difficult calls requiring the exercise of both judgment and knowledge for the resolution so as not to tie up the flow of telephone traffic, and provides open lines for other incoming calls.
7. Reviews institution telephone bills for mistakes, credit due and possible abuse of telephone system by facility personnel; verifies accuracy of bills through employee toll sheets and switchboard records; reports errors and potential abuse to supervisor; tracks use and maintenance of communications equipment.

## SWITCHBOARD OPERATOR III (Continued)

8. Performs other duties as required or assigned which are reasonably within the scope of the duties enumerated above.

### DESIRABLE REQUIREMENTS:

#### Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years of high school.

Requires two years experience as a telephone operator.

#### Knowledge, Skills and Abilities

Requires extensive knowledge of switchboard operations.

Requires extensive knowledge of public relations.

Requires extensive knowledge of locations of and the functions of various agencies served.

Requires working knowledge of supervisory techniques.

Requires the ability to communicate effectively with the public on a one-to-one basis.

Requires the ability to operate in an independent manner.

Requires the ability to work under stress situations.

Requires the ability to deal tactfully with individuals in difficult situations.

Requires the ability to train and supervise new operators in all phases of switchboard work.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.



SWITCHBOARD CHIEF OPERATOR

POSITION CODE: 44410

DISTINGUISHING FEATURES OF WORK:

Under general direction, supervises and coordinates the operation of a major state centrex office (located in Springfield and Chicago) which provides telephone services to approximately 200 large and small agencies; develops and implements new procedures to increase efficiency in services.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Supervises a large switchboard and clerical staff working at the state centrex office, monitors and evaluates performance; interviews prospective operators and makes recommendations for appointment.
2. Promotes prompt, courteous, and efficient telephone services, analyzes work load of work area and implements new methods of greater efficiency in providing improved long distance, information and assistance services to the general public, state employees, and public officials; remains abreast of improvements in telephone switchboard equipment and services.
3. Conducts telephone traffic studies in order to correct problems affecting operations and to evaluate the seriousness of telephone problems that have been reported to the telephone company; interfaces with various telephone company or other vendor representatives for all types of telephone repairs such as, telephones, dictaphone equipment, state credit card system, telephone consoles, and foreign exchange and tie lines ensuring repairs are completed in a timely manner.
4. Supervises the maintenance of accurate records of telephone numbers, names and location of state agencies including billing codes, restrictions and type of centrex equipment; regularly contacts agency telephone coordinators and other state personnel to update records or obtain necessary information in planning for departmental or major division moves in order to provide pertinent information to parties attempting to call the agency during and after move.

## SWITCHBOARD CHIEF OPERATOR (Continued)

5. Supervises the continuous updating and maintenance of the state roster containing all telephone numbers, agencies, divisions, and major units using the Springfield or Chicago centrex system.
6. Performs other duties as required or assigned which are reasonably within the scope of duties enumerated above.

### DESIRABLE REQUIREMENTS:

#### Education and Experience

Requires knowledge, skill and mental development equivalent to the completion of four years of high school.

Requires three years experience as a telephone operator including one year's supervisory experience.

#### Knowledges, Skills and Abilities

Requires extensive knowledge of supervisory techniques.

Requires extensive knowledge of locations and functions of various agencies served.

Requires extensive knowledge of public relations.

Requires extensive knowledge of telephone services and the adaptation to various services.

Requires working knowledge of telephone billing procedures with reference to monthly allocation of charges.

Requires ability to supervise and coordinate the operation of a staff providing centrex and other telephone services to approximately 200 large and small state agencies.

Requires ability to deal tactfully and effectively with individuals in difficult contact situations.

Requires ability to work under stress situations.

Requires ability to communicate effectively with the public on a one-to-one basis.

Requires ability to maintain operational records and provide useful information from the sources.

In addition to having a written and spoken knowledge of the English language, candidates may be required to speak and write a foreign language at a colloquial skill level in carrying out position duties in conjunction with non-English speaking individuals.