

**SAN DIEGO UNIFIED SCHOOL DISTRICT**

**POSITION DESCRIPTION**

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<b>TITLE:</b>	Telephone Operator	<b>REPORTS TO:</b>	Assigned Supervisor
<b>DEPARTMENT:</b>	Various sites	<b>CLASSIFICATION:</b>	Classified
<b>FLSA:</b>	Non-Exempt	<b>SALARY GRADE:</b>	020 OTBS
<b>REVISED:</b>	February 19, 2003		

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**BASIC FUNCTION:**

Operate a multi-line telephone system to receive and direct telephone calls to appropriate district offices, and serve as back up for the Information Clerk in the central office information booth.

**REPRESENTATIVE DUTIES: Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.**

**E = Essential Functions**

Receive and direct to appropriate offices local and long distance telephone calls from persons requesting contact with district staff or wanting to obtain information regarding employment, programs, etc. **E**

Serve as back up for the Information Clerk in the central office information booth by providing information or referring the public to appropriate district offices. **E**

Perform routine clerical duties to support recruitment and employment of certificated or classified personnel. **E**

Report defective telephone equipment; maintains accurate trouble report records, directory listings and files. **E**

May operate standard office machines and a microcomputer.

Perform related duties as assigned.

**MINIMUM QUALIFICATIONS:**

**EDUCATION AND EXPERIENCE:** Any combination of training, experience, and/or education equivalent to one year of recent, full-time or equivalent part-time, paid, office experience which included regular or relief duties on a multi-line telephone console or switchboard.

**LICENSES AND OTHER REQUIREMENTS:**

None.

**KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

Multi-line telephone systems and practices.  
District organization, major division/ department functions, and key district personnel.  
Modern office organization, procedures, and methods.  
Correct English usage, grammar, spelling, punctuation, and vocabulary.  
Reading and writing English communication skills.  
Good telephone techniques and interpersonal skills.

**ABILITY TO:**

The use Communicate effectively using good voice quality and enunciation, courtesy, tact, and patience.  
Provide factual information to the public, district staff, and others.  
Promote good public relations by establishing and maintaining effective communication with district staff and the public.  
Work under conditions requiring close attention to detail and accuracy with occasional heavy volume and time constraints; good memory and hearing  
Learn the operation of microcomputers.  
Operate standard office equipment including microcomputers and related software applications.  
Establish and maintain effective working relationships with others.  
Plan and organize work.  
Meet schedules and time lines.  
Maintain records.  
Read, interpret, apply, and explain rules, regulations, policies, and procedures.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Indoor setting

**PHYSICAL REQUIREMENTS:**

Hearing and speaking to exchange information; seeing to perform assigned duties; sitting for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other office equipment; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lifting light objects.

Revised 3.30.04—PeopleSoft

Job Code 8860

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