STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: Telecommunications Operator **Class Code: 20825**
Pay Grade: GC

A. Purpose:

Operates attendant console, quorum bridge, personal computer and other communication devices to provide complete operator service for state government.

B. Distinguishing Feature:

The Telecommunications Operator provides telephone attendant console administration duties.

C. Functions:

(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)

1. Operates telephone, attendant console, and answers and routes phone calls.
   a. Provides information, referral service and dialing instructions.
   b. Forwards calls to appropriate person or agency.
   c. Serves as the State of South Dakota's Information Center.

2. Schedules and sets up conference calls and maintains and prepares billing records for all conference calls.

3. Maintains records of personnel and dialing information.

4. Provides telephone backup support to the Dakota Digital Network.

5. Answers 800 services and provides telephone backup for state agencies.

6. Performs other work as assigned.

D. Reporting Relationships:

Does not supervise.

E. Challenges and Problems:

Challenged to answer and direct incoming calls and arrange conference calls.

Typical problems include determining who to refer a caller to, handling numerous incoming calls at the same time and scheduling conference calls per agency requests.

F. Decision-making Authority:

Decisions made include determining where to transfer calls and when to schedule conference calls.

G. Contact with Others:

Daily contact with the public to receive and direct calls and with state agencies to arrange conference calls.

H. Working Conditions:

Typical office environment.

I. Knowledge, Skills, and Abilities:

Knowledge of:
- telephone switchboard operations,
- telephone etiquette,
- basic computer skills and knowledge of e-mail and other state support software,
- knowledge of the Dakota Digital Network's office structure.

Ability to:
- operate various communications devices,
- communicate effectively with the public.