

POSITION DESCRIPTION SUMMARY

PD Tracking 5719
Series, Title and Grade 0382 Telephone Operator GS-04
Department Veterans Affairs

Introduction Statement

The primary purpose of this position is to provide the services and perform the duties inherent in switchboard operations of the medical facility. The work involves routing the calls to their proper destinations and providing telephone and organizational information to callers. The switchboard operates 24 hours per day, 7 days per week. The employee is required to work shifts, nights, weekends and holidays as scheduled.

Major Duties

Places and receives local calls; places and receives regular and special long distance calls over commercial circuits, tie lines, or other systems and various networks, consisting of wide area commercial system, a civilian Federal system, and a Federal overseas exchange system; provides directory service assistance to callers by retrieving organizational information from computerized directory databases; keeps records of calls for computing charges; provides primary or alternate routing service for high precedence calls; handles calls of varying precedence and preempting circuits if necessary; keeps statistics on system use to inform management of trends concerning capacity and utilization, operates associated equipment. Places personal calls (LD) for senior employees, physicians, bed-restricted patients, and visiting dignitaries and other personnel at the facility. 100%

Prepares and records long distance and local information regarding the facility's communications management system and other special telephone studies utilizing toll tickets and summary sheets, as required. Makes periodic peg counts of all types of traffic including incoming, outgoing, off-net, information, and other types. Totals monthly tickets and files with appropriate data at the end of the month.

Monitors vital circuits and incoming emergency type calls such as those to security, the police, the fire department, etc., to assure call completion and proper disposition. Responsible for issuing emergency keys and for the security of the Dial Central Office (DCO) after normal duty hours. Serves as telephone trouble desk operator after normal duty hours, reporting all emergency communication outages to the maintenance section. Responsible for retrieving and/or updating relevant information in computerized databases using detailed procedural instructions and established guidelines pertaining to customers assistance, record keeping, and call receiving, placing, and monitoring.

Factor Levels

Factor 1 Knowledge Required by the Position Factor Level 1-3 350 pts.

Thorough knowledge of large, frequently changing organizations with complex subdivisions to direct incoming calls. Skill in dealing calmly and courteously with people who are extremely upset or irate. Skill in questioning callers, who often can provide only sketchy information, in order to direct them to the proper organizational component. Knowledge of alternative routing options and procedures to make efficient outgoing connections and to connect high priority or emergency calls when ordinary methods fail. Knowledge of the capabilities of the telephone system and skill in the procedures necessary to connect a

number of parties on one or both ends of complicated conference calls, and to arrange two-party or conference calls by appointment.

Factor 2 Supervisory Controls Factor Level 2-2 125 pts.

The supervisor provides general instructions concerning established practices and policies, and oral or written instructions concerning special circumstances and changing priorities. The supervisor provides more specific instructions on new procedures, usually in training sessions, and as necessary on unusual assignments. The employee works independently, carrying out recurring duties without specific instructions, especially when serving as sole operator without a supervisor readily available. The Employee consults the supervisor when normal approaches and procedures do not solve problems.

The supervisor reviews the work by occasional monitoring for quality and by spot-checking logs for adherence to established procedures.

Factor 3 Guidelines Factor Level 3-2 125 pts.

Employee uses established procedures, a variety of manuals concerning operating the telephone system, and directories that cover individual organizational components and/or names. The employee must choose the appropriate manual or directory and may make minor adaptations in established procedures. The employee recognizes and refers to the supervisor unprecedented problems not covered by the guidelines, such as inability to access though normal procedures telephone trunks needed for high priority calls.

Factor 4 Complexity Factor Level 4-2 75 pts.

Employee operates a telephone system to direct local and routine or complicated long-distance calls of various precedence using related sets of procedures. Employees may also monitor alarm systems and use radios to transmit information in emergency situations. Employees frequently must interview callers to determine where to route the calls. Decisions depend on such things as the destinations and priority levels of calls, and system capabilities.

Factor 5 Scope and Effect Factor Level 5-1 25 pts.

The purpose of the work is to connect routine telephone calls. The work consists of helping the staff of the organization in day-to-day telephone communication.

Factor 6/7 Personal Contacts/Purpose of Contacts Factor Level 2b 75 pts.

Contacts are with users of the telephone system, with government and commercial operators in other locations, and sometimes with contractors for repairs. Some of the contacts occur regularly and others only as problems occur, such as failure of calls to go through the system. Some of the callers may be distraught or abusive. The purpose of the contacts is to work with others in solving problems; such as with telephone operators in other locations to make difficult connections or with repair technicians to locate telephone equipment and line problems.

Factor 8 Physical Demands Factor Level 8-1 5 pts.

The work is usually sedentary but may involve some standing and walking to consult directories and manuals.

Factor 9 Work Environment Factor Level 9-1 5 pts.

The work is normally performed in a well-lighted, temperature-controlled room. Normal safety precautions are required.

Factor Points 785

Position Classification Standard Used

Telephone Operating Series, 382, TS-110 November 1991