

POSITION DESCRIPTION SUMMARY

PD Tracking 5718
Series, Title and Grade 0382 Telephone Operator GS-03
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

Serves as a telephone and information operator on a regular or rotating shift performing the following duties. The position requires tact, courtesy, and judgment in the application of regular and special procedures. 100%

Operates a multiple automatic console switchboard, places and receives a variety of local, regular, and special calls. Applies knowledge of specialized procedures peculiar to various circuits or networks. Handles emergency type calls such as fire alarm, security police, or ambulance service when requested. Maintains files and records pertinent to telephone service performed.

Provides information requiring a general knowledge of the functions and activities of organizational segments, designations, and locations of the offices and personnel, and additional information such as facility locator service, office hours, visiting hours, and time and location of special events. Uses such reference sources as the locator system, directories, information memorandums and organizational charts.

Maintains and updates the electronic telephone organizational directory daily or as changes occur. Verifies data for correctness and completeness.

Factor Levels

Factor 1 Knowledge Required by the Position Factor Level 1-2 200 pts.

Knowledge of telephone procedures to operate a multiple, automatic switchboard, answer recurring kinds of telephone calls, use printed or computerized directories, and connect local calls and regular or special long-distance calls to their proper destinations.

Knowledge of telephone courtesy techniques and skill in dealing tactfully and courteously with people seeking information.

Skill in dealing politely with people who are emotional or discourteous.

Knowledge of the organization served to connect incoming calls to the appropriate office or individual.

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

The operator performs recurring assignments independently in accordance with specific instructions and standing operating procedures, but refers deviations, problems, and unfamiliar situations to the supervisor. The supervisor assures that work and methods are

technically accurate and in compliance with instruction or established procedures by occasional monitoring and observation of operations.

Factor 3 Guidelines Factor Level 3-1 25 pts.

Guidelines consists of detailed technical manuals covering specific procedures on how to operate telephone and records communication equipment, VA and local instructions and procedures, printed telephone directories, and other reference sources such as information memorandums, organizational charts, and the Post Locator system. Employee follows the guidelines closely and refers situations requiring deviation from the guidelines to the supervisor for assistance and approval.

Factor 4 Complexity Factor Level 4-2 75 pts.

Employee operates a telephone system to connect recurring local, long-distance, and calls requiring special routing; maintains an automated telephone directory; also, employee handles emergency type calls. Employee operates a telephone system to connect recurring local, long-distance, and calls requiring special routing; maintains an automated telephone directory; also, employee handles emergency type calls. Employee uses judgment in the application of regular and special procedures, and in recognizing differences in the kind of transactions requested.

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

The purpose of the work is to place and receive a variety of local, regular, and special calls. The work involves the efficient and effective routing of telephone calls and providing accurate information to callers.

Factor 6/7 Personal Contacts/Purpose of Contacts Factor Level 2a 45 pts.

Contacts are with employees needing operator assistance in placing routine and special calls and with callers seeking general information. Contacts may also be with telephone company representatives or repair technicians. The purpose of contacts is to exchange information necessary to connect callers, provide information, or assist repair technicians.

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 505

Position Classification Standard Used

Telephone Operating Series, 382, TS-110 November 1991