



STATE OF COLORADO

CLASS SERIES DESCRIPTION

July 1, 1999

TELEPHONE OPERATOR

G1C1IX TO G1C3XX

DESCRIPTION OF OCCUPATIONAL WORK

This class series uses three levels in the Administrative Services and Related Occupational Group and describes work in operating a multiple-call switchboard or console. Work includes answering and routing incoming calls or providing direct telephone numbers; placing outgoing calls, including long distance and conference calls and notifying proper authorities of emergencies; maintaining records and logs; and, taking reports of trouble or repair problems with equipment.

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TELEPHONE OPERATOR INTERN

G1C1IX

CONCEPT OF CLASS

This class describes the entry level. Work is designed to train positions for a higher level in the class series. Although tasks are similar to those of the fully-operational level, assignments are structured and performed with direction and assistance from others. Positions carry out established work processes and operations by learning to apply and follow procedures, techniques, rules, and regulations. Once training has been completed, the position is to be moved to the next level. Positions should not remain in this class indefinitely.

TELEPHONE OPERATOR I

G1C2TX

CONCEPT OF CLASS

This class describes the fully-operational telephone operator. In this class, positions operate a cord switchboard or a cordless console to distribute incoming calls and place outgoing calls. Positions also perform office support tasks in support of the work unit, including filing, data entry, updating the directory, keeping logs on trouble reports and calls, and filling out and processing work orders and/or

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arranging for equipment repairs. Work may include preparing mailings of bills and checking out such items as keys, pagers, and radios.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the defined level, as described here. Within limits prescribed by the operation, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. For example, activities are defined by the equipment capabilities and operations in addition to the act itself of answering and placing calls, e.g., calls are answered as they come in, or dialing instructions given to a customer depend on the type of call to be made. These alternatives include independent choice of such things as priority and personal preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. For example, although calls are answered as they come in, the operator can prioritize them in terms of the order in responding. Some operators are also expected to develop personal organizational methods, such as work sheets or logs for tracking activities. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. For example, in deciding where to route a caller, the operator may need to refer to directories. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

Complexity -- The nature of, and need for, analysis and judgment is prescribed, as described here. Positions apply established, standard guidelines which cover work situations and alternatives. For example, standard operating procedures, directories, instructions, and equipment manuals are available. Action taken is based on learned, specific guidelines that permit little deviation or change as the task is repeated. Any alternatives to choose from are clearly right or wrong at each step. For example, in operating the switchboard or data entry, the operator must follow prescribed procedure or an error will result.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints. For example, the operator must collect facts, such as name or department, in order to route calls and update directories. The operator also provides factual information to callers, such as telephone listings, the different types of calls, and dialing instructions.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team. This level may include

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positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

TELEPHONE OPERATOR II

G1C3XX

CONCEPT OF CLASS

This class describes the second telephone operator level. While the type of duties is similar to those performed by the Telephone Operator I, the complexity of the job is different. The systems, operations, and processes are still established and defined but allow more flexibility and latitude in adapting practical approaches or routines for various situations. Not all circumstances are covered by established guidelines or they do not work so positions must improvise solutions and alternatives. For example, positions in this class solve equipment problems where standard operating procedures do not work or are not covered by manuals or instructions. This class also includes the work leader who is partially accountable for the work of at least two full-time equivalent positions. Work leaders schedule leave and arrange for backup coverage, and train staff. Work may also include assigning telephone credit cards to agency staff and coordinating requests for service, including contacting vendors. The factors in this class differ from those in the Telephone Operator I class on Complexity, and may differ on Line/Staff Authority.

FACTORS

Allocation must be based on meeting all of the four factors as described below.

Decision Making -- The decisions regularly made are at the defined level, as described here. Within limits prescribed by the operation, choices involve selecting alternatives that affect the manner and speed with which tasks are carried out. These choices do not affect the standards or results of the operation itself because there is typically only one correct way to carry out the operation. For example, activities are defined by the equipment capabilities and operations in addition to the act itself of answering and placing calls, e.g., calls are answered as they come in, or dialing instructions given to a customer depend on the type of call to be made. These alternatives include independent choice of such things as priority and personal preference for organizing and processing the work, proper tools or equipment, speed, and appropriate steps in the operation to apply. For example, although calls are answered as they come in, the operator can prioritize them in terms of the order in responding. Some operators are also expected to develop personal organizational methods, such as work sheets or logs for tracking activities. By nature, the data needed to make decisions can be numerous but are clear and understandable so logic is needed to apply the prescribed alternative. For example, in deciding where to route a caller, the operator may need to refer to directories. Positions can be taught what to do to carry out assignments and any deviation in the manner in which the work is performed does not change the end result of the operation.

Complexity -- The nature of, and need for, analysis and judgment is patterned, as described here. Positions study work requests, staffing, and call traffic information to determine what it means and how it fits together in order to get practical solutions in the form of priorities for equipment service requests,

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work schedules, or resolutions to line or trunk failures. Guidelines in the form of processes, procedures, directories, instructions, and equipment manuals exist for most situations. However, in this class, the guidelines allow more latitude because they conflict or are unclear and nonspecific. Judgment is needed in locating and selecting the most appropriate of these guidelines which may change for varying circumstances as the task is repeated. For example, positions are authorized to alter guidelines in order to operate the work unit or solve equipment failures not covered by established protocols which can vary by the given situation. This selection and interpretation of guidelines involves choosing from alternatives where all are correct but one is better than another depending on the given circumstances of the situation. For example, the work schedule devised for one situation may not be appropriate for another, or how to handle equipment failure may vary depending on the location of the problem and the time of day.

Purpose of Contact -- Regular work contacts with others outside the supervisory chain, regardless of the method of communication, are for the purpose of exchanging or collecting information with contacts. This involves giving learned information that is readily understandable by the recipient or collecting factual information in order to solve factual problems, errors, or complaints. For example, as an operator, the work leader must collect facts, such as name or department, in order to route calls and update directories. The operator also provides factual information to callers, such as telephone listings, the different types of calls, and dialing instructions.

Line/Staff Authority -- The direct field of influence the work of a position has on the organization is as an individual contributor or work leader. The individual contributor may explain work processes and train others. The individual contributor may serve as a resource or guide by advising others on how to use processes within a system or as a member of a collaborative problem-solving team.

OR

The work leader is partially accountable for the work product of two or more full-time equivalent positions, including timeliness, correctness, and soundness. At least one of the subordinate positions must be in the same series or at a comparable conceptual level. Typical elements of direct control over other positions by a work leader include assigning tasks, monitoring progress and work flow, checking the product, scheduling work, and establishing work standards. The work leader provides input into supervisory decisions made at higher levels, including signing leave requests and approving work hours. This level may include positions performing supervisory elements that do not fully meet the criteria for the next level in this factor.

ENTRANCE REQUIREMENTS

Minimum entry requirements and general competencies for classes in this series are contained in the State of Colorado Department of Personnel web site.

For purposes of the Americans with Disabilities Act, the essential functions of specific positions are identified in the position description questionnaires and job analyses.

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CLASS SERIES HISTORY

Effective 7/1/99 (KKF). Telephone Operator III (G1C4) abolished as vacant. Published as proposed 4/16/99.

Effective 9/1/93 (KKF). Job Evaluation System Revision project. Published as proposed 3/22/93.

Revised 7/1/91. Changed pay differential for PBX Supervisor II (A2505X).

Revised 7/1/82. Ranges deleted. Minimum requirements for Senior PBX Operator (A2402X) changed. PBX Supervisor I (A2504X) created. Title and minimum requirements changed for PBX Supervisor II (A2505X).

Created 1/1/75.

SUMMARY OF FACTOR RATINGS

Class Level	Decision Making	Complexity	Purpose of Contact	Line/Staff Authority
Telephone Operator Intern	na	na	na	na
Telephone Operator I	Defined	Prescribed	Exchange	Indiv. Contributor
Telephone Operator II	Defined	Patterned	Exchange	Indiv. Contributor or Work Leader