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City of Alameda  
Code No. 1500  
Approved by C.S.B.  
March 4, 1981

**TELEPHONE OPERATOR-RECEPTIONIST**

**DEFINITION**

Under general direction, operates a modern electronic PBX Console System serving City or Alameda Power & Telecom departments; acts as a receptionist; maintains building entry security as required; does related work as required.

**EXAMPLES OF DUTIES**

1. Answers all incoming calls; connects those asking for a known extension or party as requested; determines nature of inquiry or problem in cases where calling party is unclear as to whom they wish to speak to and directs the call to the appropriate department and/or person.
2. Greets persons entering the main lobby and directs them to the proper office.
3. May perform routine typing and other clerical duties as required.

DUTIES UNIQUE TO ALAMEDA POWER & TELECOM:

4. Administers entry security; takes messages for Alameda Power & Telecom employees.
5. Maintains records of all outgoing toll calls made at Alameda Power & Telecom.
6. Coordinates calls received with systems operators to establish location and nature of electrical failure during electrical outage conditions and keeps customers informed of outage conditions simultaneously.

**EMPLOYMENT STANDARDS**

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from high school.

Experience: One (1) year experience in the operation of telephone or console switchboard equipment and some clerical experience.

Knowledge

Knowledge of modern telephone switchboard or console equipment and standard office practices and procedures.

Ability

Ability to do routine clerical work; think and act quickly using good judgment during emergency conditions; meet and maintain effective relationships with the public while under pressure and trying circumstances requiring poise, tact, courtesy and maturity of judgment; handle calls quickly and efficiently to keep incoming calls flowing continuously; learn and memorize names, extensions and locations of City and/or Alameda Power & Telecom employees to provide fast and efficient service; work independently; communicate effectively including the use of good diction, clear enunciation and necessary voice modulation to be heard and understood; effectively administrate a lobby and entry alarm system (located at Alameda Power & Telecom only); type at an acceptable rate of speed.

Other Requirements

Selected positions require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.

Willingness to work in a confined area for long periods of time. Must possess normal hearing in order to understand information being requested and/or given on the phone and/or in person.