

ATLANTIC COUNTY GOVERNMENT

JOB ANNOUNCEMENT

PLEASE POST

Posting Date: 10/08/21

Closing Date: 10/16/21

TITLE: Telephone Operator, Bilingual Spanish/English

SALARY: \$27,500

Hours: 40 ___ 35 X

DEPARTMENT: Administrative Services

Union: X Mgmt ___

LOCATION: Atlantic City

NJCSC Test Required: Yes ___ No X

Grant Funded: Yes ___ No X

Note: Bilingual in English and Spanish with the ability to read, write, and speak in both languages is required. The selected candidate will be required to take an examination on bilingual skills.

DEFINITION

Under direction, operates one or more positions on a single or multiple position console in a private branch exchange (PBX) or Centrex switchboard, provides information to clients, and does related clerical tasks and other duties as required.

NOTE: The examples of work for this title are for illustrative purposes only. A particular position using this title may not perform all duties listed in this job specification. Conversely, all duties performed on the job may not be listed.

REQUIREMENTS:

LICENSE:

Appointees will be required to possess a driver's license valid in New Jersey only if the operation of a vehicle, rather than employee mobility, is necessary to perform the essential duties of the position.

EXAMPLES OF WORK:

Places and receives local, regular, toll and long distance calls and relays intra-system calls.

Provides directory assistance and assistance placing calls including conference calls; advises callers of telephone number if extension is busy.

Provides general information regarding agency organization, location and staff; directs requests for other information to the correct staff member or organization.

Assists callers using the automated telephone system.

May monitor calls received by the automated system to ensure that the system is functioning.

May connect calls made to places outside of New Jersey using SCAN (State Controlled Automatic Network) and WATS (Wide Area Telephone Service) lines.

Maintains records on all reported trouble with the telephones and on conference calls.

In a private branch exchange (PBX) unit:

May operate a multiple position switchboard.

Keeps records on telephone bills, frequently called numbers, the number of calls made monthly, phone trouble, repairs and other items.

Takes orders for telephone directories.

Performs simple clerical tasks including receiving and sorting mail, stamping outgoing letters, and filing.

Receives and signs for registered and insured letters and packages.

Directs visitors.

Receives and records telephone reports, when on night duty, from attendants and security staff.

May place emergency calls.

Maintains records and files.

Will be required to learn to utilize various types of electronic and/or manual recording and computerized information systems used by the agency, office, or related units.

KNOWLEDGE AND ABILITIES:

Knowledge of mechanical problems involved in operating a private branch exchange (PBX) or Centrex console.

Knowledge of clerical routines.

Ability to relay information.

Ability to learn from oral and written explanations and from demonstrations.

Ability to operate a private branch exchange (PBX) telephone or Centrex console.

Ability to comprehend the internal organization and policies of the department, institution, or agency concerned.

Ability to speak clearly.

Ability to do simple clerical tasks and prepare bills.

Ability to remember names, dates, and persons.

Ability to keep records.

Ability to learn to utilize various types of electronic and/or manual recording and information systems used by the agency, office, or related units.

Ability to read, write, speak, understand, or communicate in English sufficiently to perform the duties of this position. American Sign Language or Braille may also be considered as acceptable forms of communication.

Persons with mental or physical disabilities are eligible as long as they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made because it would cause the employer undue hardship, such persons may not be eligible.

Interested, qualified applicants should apply online at <http://www.atlantic-county.org/>

**Alternatively, applications may be mailed to the
Atlantic County Division of Human Resources
1333 Atlantic Avenue, Atlantic City, NJ 08401**

- We are an Equal Opportunity Employer -