

## MESSAGE CENTER OPERATOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves operating a message center consisting of a central switchboard, a public reception and information center, and facilities for posting and directing messages, mail, and parcels. Supervision may be exercised over clerical assistants engaged in message center activities. A Message Center Operator does related work as required.

### TYPICAL WORK ACTIVITIES:

- Operates switchboard to relay incoming calls or place outgoing calls;
- Supplies information to callers and records messages;
- Greets callers and directs them to proper offices;
- Compiles and updates internal telephone directories and distributes to designated personnel;
- Trains and schedules relief switchboard operators;
- Prepares outgoing mail and parcels by computing amount of postage required according to weight and classification;
- Computes cost of mail permits from postage meter readings;
- Acts as custodian of copying machines, facsimile producing, and other equipment, and contacts appropriate maintenance and repair personnel when necessary;
- Performs a variety of clerical tasks associated with message center and office operations.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Working knowledge of office terminology, procedures, and equipment; knowledge of the basic functions of agencies served by the message center; ability to establish and keep message center records; skill in switchboard operations; ability to meet the public cordially; ability to operate alphanumeric keyboards accurately; ability to understand and follow oral and written instructions; clerical aptitude; industry; dependability; initiative; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and six months of experience in switchboard operations or the processing of outgoing or incoming mail.

CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Revised: 5/3/89