

## NOARTEC JOB SPECIFIC SKILLS COMPETENCY

### TELEPHONE ANSWER SERVICE OPERATOR

DOT: 235.662-026 SVP 3

**Job Description:** Operates cord or cordless switchboard to provide answering service for individual and business clients.

***Physical Demands*** - Sedentary/with light lifting, carrying, or moving (up to 10 lbs); ***General Educational Development*** - R3 M2 L3; ***Aptitudes*** - Average General Learning Ability, Verbal, Clerical Perception, Motor Coordination, Finger Dexterity and Manual Dexterity.

#### **CORE SKILL COMPETENCIES/INDICATORS:**

1. Can demonstrate operating knowledge of multi-line telephone systems and/or switchboards. (R, IN, S, T)
2. Can demonstrate ability to appropriately answer calls forwarded to answering service telephone systems/switchboards for individuals and business. (IN, I)
3. Can demonstrate ability to furnish information to callers as directed by clients. (IN, I)
4. Can demonstrate ability to accurately record messages, suggesting rewording for clarity and conciseness (R, IN, S)
5. Can demonstrate ability to accurately relay and route calls and messages, spelling misunderstood words, using phonetic alphabet. (R, IN, S)
6. Can demonstrate ability to accurately date/time stamp and file messages according to agency's system. (R, IN, S, T)
7. Can demonstrate ability to relay emergency calls using paging system and other technology. (R, IN, I, S, T)
8. Can demonstrate proper procedure for locating clients in emergency situations. (R, IN, S)
9. Can demonstrate proper technique used to relay calls to other communication networks. (R, IN, S, T)
10. Can demonstrate ability to take orders, make appointments, answer business questions, or place telephone calls, as directed by clients. (IN, I)
11. Can demonstrate basic computer skills. (IN, S, T)
12. Can demonstrate ability to work well under pressure. (R, I)
13. Can demonstrate ability to deal with people beyond giving and receiving messages and instructions. (I)
14. Can demonstrate ability to work independently and appropriately prioritize tasks to complete assignments/responsibilities. (R, I)