

Telephone Operator - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:

- Knows structure and function of each organization department and division and knows where to refer callers
- Understands what a organization is, and is able to provide basic information to callers when appropriate
- Understands that nature of job is to receive and give information (except when serving in a switchboard capacity) in an efficient and effective manner
- Understands basics of organization products and services, policies and regulations, and knows how to find additional information from organization policies, operating procedures, and practices
- If organization has developed a Operations Manual database program, operator knows how to access database and quickly provide information to callers
- Understands the importance of "first responders" role in the overall image and service satisfaction of customers, and continuously works to maintain a high satisfaction standard

QUALITY OF WORK:

- Develops a "listening/questioning" attitude and behaviour resulting in excellent communication with customers and other callers
- Repeats telephone numbers and spelling of names to ensure calls referred to others are clear, correct and concisely recorded
- Knows what is expected, always provides correct responses, or refers caller to someone who knows answers
- Continuously works at improving telephone techniques, mannerism, greeting, and quality of telephone voice
- Correctly records information changes -- address, telephone numbers, etc.

QUANTITY OF WORK:

- Maintains the standard in terms of calls taken, answered, successfully completed, and zero defects rate
- Balances friendliness with need to move on to next caller; knows how and when to terminate telephone call
- Takes advantage of cross selling opportunities to direct callers to other organization products and/or services
- Processes all computerized and hand written record keeping related to each call in an efficient manner and period of time

ORAL COMMUNICATION:

- Is an effective oral communicator (talking, listening, discerning, questioning, advancing another viewpoint)
- Expresses self clearly, concisely, and correctly
- Uses proper grammar and politically correct terminology

WRITTEN COMMUNICATION:

- Writes legibly, clearly and concisely
- Uses proper grammar in written communication; sticks to facts and does not editorialize
- Documents all work so valuable records are preserved and easily communicated to other