OHIO CLASSIFICATION SPECIFICATION
Developed for Equal Opportunity

NEW AUG 0 1997

CLASS TITLE: Telephone Operator 2

CODE: 12132C

MAJOR AGENCIES: County Offices, Universities

JURISDICTION: Cnty., Univ.

FUNCTION: Under general supervision from telephone coordinator or other administrative supervisor, serves as lead worker (e.g., provides work direction, training of others) lower-level level operators on assigned shift or unit, operates switchboard & telephone equipment & performs clerical tasks;

- PERFORMS RELATED DUTIES AS REQUIR

RANK	% OF TIME	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
1	20-40	Serves as lead worker (e.g., provides work direction, training of others) over lower-level telephone operators on assigned shift or unit.	Knowledge of (1) office practices & procedures, (2) employee training & development*, (3) supervision*; skill in (4) operating switchboard & telephone equipment; ability to (5) establish friendly atmosphere as lead worker.
2	27-47	Operates switchboard & telephone equipment to receive, transfer & transmit calls & logs all calls.	Knowledge of 1; skill in 4; ability to (6) deal with problems involving few variables within familiar context, (7) answer routine telephone inquiries from public, (8) maintain accurate record
3	17-37	Performs clerical tasks (e.g., sorts, stamps & distributes mail; acts as receptionist; maintains resident census; verifies telephone billings; updates telephone directory).	Knowledge of 1; ability to 6, 7, (9) check pairs of items that are similar or dissimilar.
4	3-9	Operates intercom paging system &/or two-way radio; maintains log of transmissions; operates fire alarm &/or drill system; relays urgent or emergency messages.	Skill in 4, (10) operating intercom, paging system &/or two-way radio*; ability to 6, 8, (11) recognize unusual or threatening conditions & take appropriate emergency action.

123:1-7-17 (35)

*Developed after employment

UNUSUAL WORKING CONDITIONS: May work evening, rotating or weekend shifts.

MINIMUM CLASS REQUIREMENTS: *(including license, if any.)* Ability to calculate fractions, decimals & percentages & to read & write common vocabulary plus: 300 hrs. training in office practices & procedures (or 3 mos. exp.); 300 hrs. training in operating switchboard & telephone equipment (or 3 mos. exp.); or equivalent.

TRAINING & DEVELOPMENT:

FORM ADM-4134

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