

**STATE OF OHIO (DAS)**CLASSIFICATION  
SPECIFICATION**CLASSIFICATION SERIES:**

Telephone Operator

**SERIES NO.:**

1213

**MAJOR AGENCIES:**

All Agencies

**EFFECTIVE DATE:**

03/28/1999

**SERIES PURPOSE:**

The purpose of the telephone operator occupation is to provide telephone services for an agency or institution.

At the first level, incumbents operate a switchboard system, multi-line telephone equipment, automated call distribution system, Meridian-NOT multi-line or comparable equipment to receive & transmit calls. At the highest level, incumbents provide direct supervision to assigned telephone operators. In Department Of Youth Services' institutions, telephone supervisors can also be assigned to supervise juvenile correctional officers or supervise juvenile correctional officers instead of telephone operators when they are assigned to receive & direct calls & monitor & operate multi-line communication console & map board.

**CLASS TITLE:**

Telephone Operator 1

**CLASS NUMBER:**

12131

**EFFECTIVE DATE:**

03/28/1999

**CLASS CONCEPT:**

The full performance level class works under general supervision & requires considerable knowledge of switchboard system, multi-line telephone equipment, automated call distribution system, Meridian-Not multi-line or comparable equipment operation in order to receive & transmit calls & messages.

**CLASS TITLE:**

Telephone Operator 2

**CLASS NUMBER:**

12132

**EFFECTIVE DATE:**

03/28/1999

**CLASS CONCEPT:**

The advanced level class works under direction & requires thorough knowledge of switchboard system operation, multi-line telephone equipment, automated call distribution system, Meridian-NOT multi-line or comparable equipment in order to act as lead worker, coordinate telephone repair, update telephone lists & operate telephone equipment used by assigned agency.

**CLASS TITLE:**

Telephone Supervisor

**CLASS NUMBER:**

12135

**EFFECTIVE DATE:**

01/10/1999

**CLASS CONCEPT:**

The supervisory level class works under general direction & requires thorough knowledge of switchboard system, multi-line telephone equipment, automated call distribution system, Meridian-NOT multi-line or comparable equipment operation in order to supervise telephone operators, plan & coordinate schedule & liaison with telephone company on installation, repair & billing problems & in Department of Youth Services' institutions, also supervise juvenile correctional officers or supervise juvenile correctional officers instead of telephone operators when they have been assigned to receive & direct calls & monitor & operate multi-line communication console & map board.

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| <b>CLASS TITLE:</b><br>Telephone Operator 1 | <b>CLASS NUMBER:</b><br>12131 | <b>BARGAINING UNIT:</b><br>009 |
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**EFFECTIVE DATE:**

03/28/1999

**JOB DUTIES IN ORDER OF IMPORTANCE:** (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Operates switchboard system, multi-line telephone equipment, automated call distribution system, Meridian-NOT multi-line (i.e., state operator positions in Department of Administrative Services) or comparable equipment to receive & transmit calls & messages & performs assigned ancillary functions (e.g., notify appropriate personnel or emergency calls, monitor security alarms & use paging system to alert personnel of hazardous conditions).

Provides clerical services to agency personnel (e.g., operates copy machine, types forms &/or other routine documents, files information, greets visitors, maintains keys for agency car pool, opens mail).

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of public relations\*; office practices & procedures\*. Skill in operation of telephone switchboard system, multi-line telephone equipment, automated call distribution system, Meridian-NOT multi-line or comparable equipment. Skill in typing\*. Ability to deal with problems involving few variables within familiar context; read short sentences with concrete vocabulary; answer routine inquiries from public.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

1 course or 3 mos. exp. in operating switchboard system (e.g., multi-line switchboard console; Fujitsu 9600; PBX; NEC 2400 PBX), or multi-line telephone equipment (e.g., AT&T 75; Mitel SX-200 digital PABX; AT&T Definity G3I; Meridian full set; Ameritech's Tone Commander 120; multi-line Meridian; Meridian M5216; Northern Telecom Meridian; AT&T's Merlin-Sprint multi-line telephone set), or automated call distribution system, or Meridian-NOT multi-line (i.e., for positions as state operators under Department of Administrative Services only), or any comparable equipment to those previously named.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

Works in confined area.

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| <b>CLASS TITLE:</b><br>Telephone Operator 2 | <b>CLASS NUMBER:</b><br>12132 | <b>BARGAINING UNIT:</b><br>009 |
|---|-------------------------------|--------------------------------|

**EFFECTIVE DATE:**

03/28/1999

**JOB DUTIES IN ORDER OF IMPORTANCE:** (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Provides work direction & training for telephone operators, ensures central telephone system is staffed at all times & reports attendance to supervisor.

Operates switchboard system, multi-line telephone equipment, automated call distribution system, Meridian-NOT multi-line (i.e., state operator positions in Department Of Administrative Services) or comparable equipment to receive & transmit calls (e.g., provides general assistance to callers in obtaining phone numbers of government offices; handles problem calls when regular operators cannot provide adequate information) & performs variety of ancillary functions (e.g., alerts appropriate personnel in event of emergency, monitors alarm systems, operates paging systems).

Coordinates telephone repair requests by receiving repair orders, contacting telephone company & scheduling maintenance.

Updates telephone listings & prepares monthly report of switchboard activity & itemized list of telephone repairs.

Provides clerical services to agency personnel (e.g., operates copy machine, opens mail, types forms &/or other routine documents, files information, greets visitors, maintains keys for agency car pool).

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of public relations; employee training & development\*; office practices & procedures. Skill in operation of telephone switchboard system, multi-line telephone equipment, automated call distribution system, Meridian-NOT multi-line or comparable equipment; typing\*. Ability to apply principles to solve practical, everyday problems; read short sentences with concrete vocabulary; answer routine inquiries from public; arrange items in numerical or alphabetical order.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

3 courses or 9 mos. exp. in operating switchboard system (e.g., multi-line switchboard console; Fujitsu 9600; PBX; NEC 2400 PBX), or multi-line telephone equipment (e.g., AT&T 75; Mitel SX-200 digital PABX; AT&T Definity G3I; Meridian full set; Ameritech's Tone Commander 120; multi-line Meridian; Meridian M5216; Northern Telecom Meridian; AT&T's Merlin-Sprint multi-line telephone set), or automated call distribution system, or Meridian-NOT multi-line (i.e., for positions as state operators under Department Of Administrative Services only), or any comparable equipment to those previously named; 1 course or 3 mos. exp. in office practices & procedures; 3 mos. trg. or 3 mos. exp. in public relations or in position involving public contact.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

Works in confined area.

|   |                               |                               |
|---|-------------------------------|-------------------------------|
| <b>CLASS TITLE:</b><br>Telephone Supervisor | <b>CLASS NUMBER:</b><br>12135 | <b>BARGAINING UNIT:</b><br>EX |
|---|-------------------------------|-------------------------------|

**EFFECTIVE DATE:**

01/10/1999

**JOB DUTIES IN ORDER OF IMPORTANCE:** (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Supervises telephone operators & coordinates communication center for assigned agency or institution & schedules operators for required staffing of central telephone system & in Department Of Youth Services' institutions, also supervises juvenile correctional officers or supervises juvenile correctional officers instead of telephone operators when they have been assigned to receive & direct calls & monitor & operate multi-line communication console & map board.

Liaisons with telephone company & departments &/or agencies (e.g., planning telephone systems, ordering installations, resolving system problems, arranging repairs, clarifying billing errors).

Operates switchboard system, multi-line telephone equipment, automated call distribution system, Meridian-NOT multi-line (i.e., state operator positions in department of administrative services) or comparable equipment to receive & transmit calls & performs variety of ancillary functions (e.g., monitors alarm systems; alerts appropriate personnel in event of emergency).

Provides clerical services to agency personnel (e.g., operates copy machine, types forms &/or routine documents, files information, opens mail, greets visitors).

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of public relations; office practices & procedures; employee training & development; supervisory principles/techniques\*. Skill in operation of switchboard system, multi-line telephone equipment, automated call distribution system, Meridian-NOT multi-line or comparable equipment. Ability to gather, collate & classify information about data, people or things; apply principles to solve practical everyday problems; write routine business letters, evaluations & records following standard procedures; answer routine inquiries from public.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

6 mos. exp. or 6 mos. trg. in public relations or in position involving public contact; 3 courses or 9 mos. exp. in operating switchboard system (e.g., multi-line switchboard console; Fujitsu 9600; PBX; NEC 2400 PBX), or multi-line telephone equipment (e.g., AT&T 75; Mitel SX-200 digital PABX; At&T Definity G3I, Meridian full set; Ameritech's Tone Commander 120; multi-line Meridian; Meridian M5216; Northern Telecom Meridian; AT&T's Merlin-Sprint multi-line telephone set), or automated call distribution system, or Meridian-NOT multi-line (i.e., for positions as state operators under Department of Administrative Services only), or any comparable equipment to those previously named; 1 course or 3 mos. exp. in employee training & development; 1 course or 3 mos. exp. in office practices & procedures.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:**

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

Not applicable.