

STATE OF OHIO (DAS)
CLASSIFICATION
SPECIFICATION

CLASSIFICATION SERIES:

Telephone Operator

SERIES NO.:

1213S

MAJOR AGENCIES:

Secretary of State only

EFFECT. DATE:

06/11/1996

SERIES PURPOSE:

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

CLASS TITLE:

Telephone Operator 3

CLASS NUMBER:

12133S

EFFECTIVE DATE:

06/11/1996

CLASS CONCEPT:

The full performance level class works under general supervision & requires considerable knowledge of telephone customer service in order to operate automated call distributor or other telephone equipment.

<u>CLASS TITLE:</u> Telephone Operator 3	<u>CLASS NUMBER:</u> 12133.S	<u>BARGAINING UNIT:</u> 40
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EFFECTIVE DATE:
06/11/1996

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 automated call distributor &/or telephone equipment to receive & answer routine inquiries, provides assistance in resolving problems, questions or complaints &/or gives advice, performs research using manual files &/or PC terminal to answer routine inquiries.

Operates intercom system to receive & transmit calls & messages to appropriate personnel.

Retrieves information &/or data from manual files to answer inquiries from callers.

Provides clerical services (e.g., types forms & documents, prepares mail, retrieves & files information); will perform duties according to standards as set by management.

MAJOR WORKER CHARACTERISTICS:

Knowledge of office/agency policies & procedures*; public relations. Skill in operation of telephone switchboard equipment, computer terminals, typing. Ability to deal with problems involving several variables in familiar context; define problems, collect data, establish facts & draw conclusions; cooperate with co-workers on group projects; handle sensitive inquiries & contacts; answer routine telephone inquiries from public; gather, collate & classify information about data, people, or things; work alone on most tasks.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

1 yr experience in telephone customer service.

Or 3 mos. training or 3 mos. experience 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.