

STATE OF OHIO (DAS) CLASSIFICATION SPECIFICATION	<b>CLASSIFICATION SERIES:</b> Telephone Operator	<b>SERIES NO.:</b> 1213	
	<b>MAJOR AGENCIES:</b> Attorney General only	<b>EFFECT. DATE:</b> 01/01/1980	<b>NEW EFF. DATE:</b> 01/13/1991

**SERIES PURPOSE:**

The purpose of the telephone operator occupation is to provide telephone services for a section or division.

**CLASS TITLE:**

Telephone Operator 1

**CLASS NUMBER:**

12131

**EFFECTIVE DATE:**

01/01/1980

**NEW EFFECTIVE DATE:**

01/13/1991

**CLASS CONCEPT:**

The full performance level class works under general supervision & requires considerable knowledge of switchboard operation in order to receive & transmit calls & messages.

**CLASS TITLE:**

Telephone Operator 2

**CLASS NUMBER:**

12132

**EFFECTIVE DATE:**

01/01/1980

**NEW EFFECTIVE DATE:**

01/13/1991

**CLASS CONCEPT:**

The advanced level class works under direction & requires thorough knowledge of switchboard operation in order to act as lead worker, coordinate phone repair, update phone lists & operate switchboard.

<b>CLASS TITLE:</b> Telephone Operator 1	<b>CLASS NO.:</b> 12131	<b>BARG. UNITS:</b> 045
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**EFFECTIVE DATE:**

01/01/1980

**NEW EFFECTIVE DATE:**

01/13/1991

**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 to receive & transmit calls & messages & performs assigned ancillary functions (e.g., notify appropriate personnel of 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 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 telephone switchboard operation.

-Or alternative, equivalent evidence of the Major Worker Characteristics 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> Telephone Operator 2	<b>CLASS NO.:</b> 12132	<b>BARG. UNITS:</b> 045
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**EFFECTIVE DATE:**

01/01/1980

**NEW EFFECTIVE DATE:**

01/13/1991

**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 switchboard is staffed at all times & reports attendance to supervisor.

Operates switchboard 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 phone repair requests by receiving repair orders, contacting phone 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 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 switchboard operation; 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 alternative, equivalent evidence of the Major Worker Characteristics noted above.

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

Not applicable.

**UNUSUAL WORKING CONDITIONS:**

Works in confined area.