

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

Telephone Operator

SERIES NO.:

1213

MAJOR AGENCIES:

All Agencies

EFFECTIVE DATE:

02/18/2018

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.

JOB TITLE

Telephone Operator 1

JOB CODE

12131

PAY GRADE

04

EFFECTIVE

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.

JOB TITLE

Telephone Operator 2

JOB CODE

12132

PAY GRADE

25

EFFECTIVE

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.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Telephone Operator 1	12131	09	03/28/1999	04

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.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Telephone Operator 2	12132	09	03/28/1999	25

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.