

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

Telephone Operator

SERIES NUMBER

1213AG

MAJOR AGENCIES

Attorney General Only

EFFECTIVE

10/28/2018

SERIES PURPOSE

The purpose of the Telephone Operator classification is to answer multi-line telephone system for assigned section.

JOB TITLE

Telephone Operator

JOB CODE

12131AG

PAY GRADE

4

EFFECTIVE

10/28/2018

CLASS CONCEPT

The full performance level class works under general supervision & requires considerable knowledge of multi-line telephone systems in order to answer & direct incoming calls & messages to appropriate personnel.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
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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 multi-line telephone system for assigned section or division:

- Answers & directs incoming calls.
- Takes messages or places calls into voicemail.
- Answers routine questions & provides general information.
- Greets & directs visitors.
- Maintains sign in/out sheets & reports data to supervisor.
- Opens, time stamps, & sorts incoming mail.
- Types forms, lists, envelopes, simple correspondence, & other routine documents.
- Provides clerical support to section personnel (e.g., maintains files, files documents, copies materials).
- Performs other general office duties (e.g., orders & restocks supplies, restocks copiers, handles ITS & building maintenance requests).

MAJOR WORKER CHARACTERISTICS

Knowledge of public relations*; Attorney General's office policies & procedures*; office practices & processes*. Skill in use of multi-line telephone system; use of personal computer; typing. Ability to deal with problems involving few variables within familiar context; 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

1 course or 3 mos. exp. in operation of Multi-line telephone system; 1 course or 3 mos. exp. in use of personal computer & business office software; for incumbents hired on or after the effective date of this classification specification, require a typing skill of 40 wpm.

-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