<table>
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<th>STATE OF OHIO (DAS) CLASSIFICATION SPECIFICATION</th>
<th>CLASSIFICATION SERIES</th>
<th>MAJOR AGENCIES</th>
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<td>Telephone Operator</td>
<td>1213AG</td>
<td>Attorney General Only</td>
<td>1213AG</td>
<td>10/28/2018</td>
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**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.
**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