**STATE OF OHIO (DAS)**

**CLASSIFICATION SERIES:** Telephone Operator  
**SERIES NO.:** 1213  
**MAJOR AGENCIES:** Attorney General only

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

<table>
<thead>
<tr>
<th>CLASS TITLE:</th>
<th>CLASS NUMBER:</th>
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<tbody>
<tr>
<td>Telephone Operator 1</td>
<td>12131</td>
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</table>

**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.

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<th>CLASS TITLE:</th>
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<tbody>
<tr>
<td>Telephone Operator 2</td>
<td>12132</td>
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**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.
CLASS TITLE:
Telephone Operator 1

CLASS NO.: 12131
BARG. UNITS: 045

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.
CLASS TITLE: Telephone Operator 2

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.