

AUDITOR OF STATE
CLASSIFICATION
SPECIFICATION

CLASSIFICATION SERIES

Telephone Intake Operator

SERIES NUMBER

1214A

MAJOR AGENCIES

Auditor of State only

EFFECTIVE

04/02/2006

SERIES PURPOSE

The purpose of the telephone intake operator occupation is to answer toll free hotline to receive information regarding potential welfare fraud cases.

CLASS TITLE

Telephone Intake Operator

CLASS NUMBER

12141A

PAY RANGE

04

EFFECTIVE

04/02/2006

CLASS CONCEPT

The full performance level class works under general supervision & requires considerable knowledge of office practices & procedures & public relations in order to answer hotline to receive information regarding potential welfare fraud cases & forward information to local human services agency.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Telephone Intake Operator	12141A	51	04/02/2006	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.)

Answers toll free hotline to receive information regarding potential welfare fraud cases (e.g., asks specific questions to complete standardized questionnaire & verifies that individual is receiving welfare benefits) & forwards questionnaire & form letter to appropriate county human services agency for follow-up & response.

Prepares monthly report regarding calls received; receives & forwards mail to appropriate section; sorts & mails tax matches; types forms & routine documents; maintains files; relieves switchboard operator.

MAJOR WORKER CHARACTERISTICS

Knowledge of office practices & procedures; public relations. Skill in operation of typewriter; computer terminal. Ability to deal with problems involving few variable within familiar context; complete routine forms; sort items into categories according to established methods.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

1 course or 3 mos. exp. in office practices & procedures; 1 course or 3 mos. exp. in typing; 3 mos. trg. or 3 mos. exp. in public relations.

-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

Not applicable.