

# POSITION DESCRIPTION

 AGENCY/DEPT ID  
DAS505350

 DIVISION OR INSTITUTION  
Office of Information Technology

 UNIT OR OFFICE  
ISD/Network Services

 COUNTY OF EMPLOYMENT  
Franklin

 POSITION NUMBER  
20006401

☐ Reclassification

☐ New Position

☒ Update

 Position Hyperlinked to ☐

Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

Telephone Operator

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR

20075122 Management Analyst Supervisor 2

☒ Permanent  
☐ Temporary  
☐ Intermittent

☒ Classified  
☐ Unclassified  
☐ Essential

 Overtime: ☒ Eligible ☐ Exempt

Bargaining Unit 9

If FLSA Exempt, exemption type:

Page 1 of 1

NORMAL WORKING HOURS (Explain unusual or rotating shift):

FROM: 8:30 am

TO: 5:00 pm

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
85	Utilizes excellent customer service skills to respond to telephone inquiries from State of Ohio employees, government officials & general public: operates Meridian telephone associated with a Nortel automated call distribution system; sits for long periods of time in confined space; wears headset to receive & transfer calls to appropriate agency; transmits messages to appropriate parties; answers emergency calls & notifies proper authorities; utilizes state mainframe databases to access directory of telephone numbers & employee locations.	Knowledge of (1) customer service techniques*; (2) public relations*; (3) office practices & procedures*. Skill in operation of (4) Meridian telephone console; (5) personal computer & associated hardware/software (i.e., on-line telephone directory, Microsoft Word). Ability to (6) respond to phone calls & inquiries in a courteous, helpful manner; (7) carry out detailed but basic written or oral instructions; (8) demonstrate physical ability to sit for long periods of time; (9) demonstrate physical ability to move fingers/hands in repetitive motions to operate keyboard; (10) deal with problems involving several variables in familiar context; (11) respond to emergency phone calls in a calm, efficient manner.
15	Provides clerical services to agency personnel: periodically updates directory of telephone numbers; schedules telephone conference calls; operates copy machine, files information, distributes mail & greets visitors.	Knowledge of 1, 2, 3. Skill in 4, 5. Ability to 6, 7, 8, 9, 10, (12) copy material accurately & recognize grammatical & spelling errors.

 JOB CODE TITLE  
Telephone Operator 1

 JOB CODE  
12131

List Position Numbers &amp; Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



8/11/10