OHIO
CLASSIFICATION
SPECIFICATION
Developed for Equal Opportunity

NEW AUG 0 - 1987

CLASS TITLE: Telephone Operator 1

CODE: 12131C

MAJOR AGENCIES: County Offices, Universities

JURISDICTION: Cnty., Univ.

FUNCTION: Under general supervision from telephone coordinator or other administrative supervisor, management or executive employee, operates switchboard & telephone equipment; operates intercom, paging, beeping &/or two-way radio system; performs clerical tasks & provides emergency information;

-PERFORMS RELATED DUTIES AS REQUIRE

RANK	% OF TIME	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
1	60-80	Operates switchboard & telephone equipment to receive, transfer & transmit calls & logs all calls.	Knowledge of (1) office practices & procedures*; skill in (2) operating switchboard telephone equipment*; ability to (3) deal with problems, involving few variables within familiar context, (4) answer routin telephone inquiries from public; (5) maintain accurate records.
2	1-7	Operates intercom, paging, beeping &/or two-way radio system to relay messages & logs transmissions.	Skill in (6) operating paging system, two-way radio, or intercom*; ability to 3, 5.
3	12-32	Locates telephone numbers in files or by scanner; performs clerical tasks (e.g., sorts, stamps & distributes mail; issues keys; acts as receiptionist; maintains files & records; verifies billings).	Knowledge of 1*; ability to 3, (5) maintai accurate records, (7) check pairs of items that are similar or dissimilar.
4	1-7	Operate fire alarm, drill system &/or electric doors; relays urgent or emergency messages.	Skill in 2*; ability to (8) recognize unusual or threatening conditions & take appropriate action.

123:1-7-17 (34)

*Developed after employment

UNUSUAL WORKING CONDITIONS:

MINIMUM CLASS REQUIREMENTS: *(including license, if any.)*
Ability to calculate fractions, decimals & percentages & to read & write common vocabulary.

TRAINING & DEVELOPMENT: