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**CLASSIFICATION SPECIFICATION**

**CLASS NUMBER 10141**

**TELEPHONE OPERATOR**

**OHIO COUNTY DEPARTMENTS OF JOB AND FAMILY SERVICES**

**EFFECTIVE 1/29/01**

The duties are arranged in order of importance. However, the specific duties and the frequencies listed may vary across counties depending on such factors as the number of other incumbents within this job classification, related classifications, and/or the size of the CDJFS. Therefore, a Telephone Operator may not perform all of the duties listed. However, it is mandatory that the first duty (I) be performed a minimum of 20% of the time.



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## Summary of Essential Functions

The primary purpose of the Telephone Operator position is to answer, screen, and direct incoming calls and take messages for all employees of the agency.

### Duties

Frequency: 90% +/- 10%

- I. Answers, screens, and directs incoming calls and takes messages for all employees of the agency using telephone operator equipment (e.g., switchboard, multi-channel console).
- A. Answers incoming calls using headset and keyboard.
  - B. Screens calls.
  - C. Directs calls to the appropriate agency employee.
  - D. Takes messages if employee is out of office or otherwise unable to receive phone call, if necessary.
  - E. Operates the TDD machine in order to communicate with hearing impaired callers.
  - F. Makes long distance calls for agency employees.

Frequency: 5% +/- 1%

- II. Assists at front desk.
- A. Greets clients and answers their questions.
  - B. Logs clients into the computer system (e.g., CRIS-E) when they arrive to notify caseworker that he/she has arrived.
  - C. Prepares identification cards.
  - D. Handles client paperwork

Frequency: 3% +/- 2%

- III. Maintains logs of long distance calls and employee absences.

Frequency: 2% +/- 1%

- IV. Assists with general clerical activities.



**KSA'S FOR THE  
JOB CLASSIFICATION OF  
TELEPHONE OPERATOR**

| <b>DUTY</b> | <b>KNOWLEDGE</b>   | <b>SKILLS</b>  | <b>ABILITIES</b>   |
|-------------|--|--|--|
| <b>I</b>    | Telephone operator equipment (e.g., switchboard, multi-channel console);<br>Office practices and procedures;<br>Switchboard procedures;<br>Office equipment;<br>Typing issues;<br>TDD machine operation;<br>Social welfare issues. | Typing;<br>Oral communication;<br>Organization;<br>Operating switchboard;<br>Operating TDD machine.                    | Answer and transfer incoming calls;<br>Take phone messages;<br>Give or exchange facts or routine information;<br>Answer routine questions/inquiries;<br>Enter data into keyboard (i.e., type);<br>Operate TDD machine.   |
| <b>II</b>   | Office practices and procedures;<br>Computer operations;<br>Office equipment;<br>Typing principles;<br>Social welfare issues.  | Typing;<br>Oral communication;<br>Organization;<br>Operating camera;<br>Operating laminator;<br>Operating photocopier. | Assist at front desk;<br>Perform a full range of standard clerical assignments;<br>Give or exchange facts or routine information;<br>Answer routine questions/inquiries;<br>Maintain accurate records;<br>Complete forms;<br>Use computers;<br>Compile records;<br>Prepare identification cards;<br>Greet clients.       |
| <b>III</b>  | Office practices and procedures;<br>Office equipment.  | Oral communication;<br>Organization;<br>Writing;<br>Operate switchboard.   | Compile records;<br>Maintain accurate records and logs;<br>Complete forms.   |
| <b>IV</b>   | Office practices and procedures;<br>Computer operations;<br>Typing principles;<br>Mail procedures.   | Typing;<br>Operating computer;<br>Opening, sorting and distributing mail.  | Perform a full range of standard clerical assignments;<br>Maintain accurate records;<br>Update telephone directory;<br>Open, sort and distribute mail;<br>Type reports;<br>Type correspondence;<br>Arrange information alphabetically;<br>Sort items into categories according to established methods;<br>Use computers. |



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### **Minimum Qualifications**

- Formal education in arithmetic that includes addition and subtraction, and reading and writing common English vocabulary. Also requires one course or six months experience in typing, keyboarding or word processing.

**Or education, training and/or experience in an amount equal to the Minimum Qualifications stated above.**

### **Unusual Working Conditions/Hazards**

The incumbent has almost no responsibility for the safety of others. Additionally, the incumbent works in a stable office setting where there is minor risks of injury.