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| POSITION DESCRIPTION | | AGENCY/DEPT ID DAS505350 |
| DIVISION OR INSTITUTION Office of Information Technology | UNIT OR OFFICE ISD/Network Services | COUNTY OF EMPLOYMENT Franklin |

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|-----------------------------|--|---|---|--------------------------------------|
| POSITION NUMBER 20006399 | <input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update | | Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree | |
| | USUAL WORKING TITLE OF POSITION Telephone Operator | | POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006394 Telecom Analyst Supervisor | |
| | <input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent | <input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential | Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type: | Bargaining Unit 9 Page 1 of 1 |
| | NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 am TO: 5:00 pm | | | |

JOB DESCRIPTION AND WORKER CHARACTERISTICS

| % | Job Duties in Order of Importance | Knowledge, Skills & Abilities |
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| 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. |

Apd 4-16-09 CB

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| List Position Numbers & Job Titles of Positions Directly Supervised: | SIGNATURE OF AGENCY REPRESENTATIVE  | DATE  |
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JOB CODE
12131

JOB CODE TITLE
Telephone Operator 1