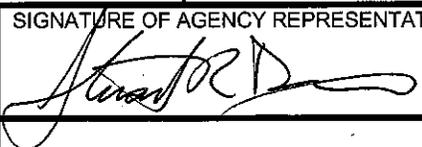


POSITION DESCRIPTION		AGENCY/DEPT ID DAS505350
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Network Services	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006401 JOB CODE TITLE Telephone Operator 1 JOB CODE 12131 APD 8-25-10 <i>WB</i>	<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 20075122 Management Analyst Supervisor 2	
	<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: 8:30 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.	
	List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 8/11/10