

**Franklin County Board of Commissioners
Classification Specification & Job Description**

<u>CLASSIFICATION TITLE:</u> Telephone Operator	<u>CLASS NUMBER:</u> 10009	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Public Facilities Management	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> 120
<u>BARGAINING UNIT:</u> AFSCME	<u>PAY GRADE:</u> A3	<u>POSITION CONTROL #:</u> 032204
<u>POSITION LOCATION:</u> 373 S High Street, Lobby, Columbus, OH 43215	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Office Manager 1 (032200)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

CLASSIFICATION PURPOSE:

The primary purpose of the Telephone Operator position is to operate the county’s multi-line telephone and automated call distribution system.

JOB DUTIES:

Operate multi-line telephone and automated call distribution system. Receive and transfer calls to the appropriate location and/or government agency or transmit messages to the appropriate personnel. Perform clerical tasks to support county business operations (prepare routine documents using personal computer). May act as a receptionist. Maintain and update county telephone numbers, log and document telephone line/equipment problems. Answer additional phone line for talk alert system in county garages. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of office practices and procedures; agency policy and procedure. Skill in typing; dictation; equipment operation. Ability to apply principles to solve practical, everyday problems; define problems, collect data, establish facts and draw valid conclusions; add, subtract, multiply and divide whole numbers; complete routine forms; maintain accurate records; screen mail; use proper research methods in gathering data; gather, collate and classify information about data, people or things; answer routine telephone inquiries from public; handle sensitive inquiries from and contact with officials and general public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Any equivalent combination of relevant training and experience including but not limited to: High School diploma or GED with one (1) year of experience as a receptionist or switchboard operator.

Additional Requirements

No special license or certification is required.

Supervisory Responsibilities

None required.

UNUSUAL WORKING CONDITIONS:

N/A

Acknowledgement of Receipt:

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

Employee Name

Employee Signature

Date