



Protecting Children by Strengthening Families

**Franklin County Children Services
POSITION DESCRIPTION**

Classification Title: Telephone Operator 2

Working Title: Telephone Operator 2

Division/Department: Employee Relations – Professional Development Department

Job Status : Full-Time

FLSA Status : Non-Exempt

PCN : 704111

Pay Range: 12

Probationary Period: 120 Days

Classification#: 12132/C127

Revision Date: 11/2022

OBJECTIVE/PURPOSE

Employee serves as the main lead telephone operator for the Agency; answers calls to Agency switchboard and directs calls to appropriate staff.

The employee will help the agency achieve CFSR standards and help ensure service delivery that focuses on Safety, Permanency and Well-being for the families served by the agency. The employee is committed to practicing cultural competence by: working respectfully and effectively with people of all cultures, classes, races, genders, ethnic backgrounds, religions, sexual orientations, mental and physical abilities, ages and appearances in a manner that recognizes, affirms and values the worth of individuals, families and communities and protects and preserves the dignity of each. The employee will adhere to the Agency's Guiding Principles by serving as a child welfare professional, valuing every child, honoring families, and valuing partnerships.

ESSENTIAL DUTIES AND RESPONSIBILITIES

90% Serves as the main lead telephone operator which includes answering incoming calls to Agency switchboard and routing to appropriate staff; takes and reports telecommunication system problems to appropriate staff; may train switchboard operators and substitute operators for all Agency offices.

ADDITIONAL DUTIES AND RESPONSIBILITIES:

5% Greets visitors, assess their needs and directs them to appropriate staff; maintains a log on all visitors; monitors activity in lobby area; assures that visitors are not waiting more than 10 minutes without staff contact; recognizes unusual or threatening conditions and takes appropriate emergency action.

5% Performs other related duties as assigned.

SUPERVISORY RESPONSIBILITIES

None

QUALIFICATIONS

Minimum Qualifications: Ability to calculate fractions, decimals and percentages and to read & write common vocabulary plus 300 hours training in office practices and procedures (or 3 mos. exp.); 300 hours training in operating switchboard and telephone equipment (or 3 mos. exp.); or equivalent.

Preferred Qualifications: High school graduate and minimum of 1 year switchboard experience.

Certification or Licensure: A valid Ohio Driver’s License and automobile insurance that is in compliance with Franklin County Children Services policy required is for travel.

AMERICAN WITH DISABILITIES SPECIFICATIONS

Physical Requirements: Ability to operate standard office equipment in the performance of job functions (e.g. telephone, printer, scanner, computer, and copying machine,).

Prolonged periods of sitting at a desk and working on a computer.

Ability to occasionally lift and move objects weighing 10 – 15 lbs.

Occasional pushing, pulling, kneeling, reaching, and standing.

Work Environment: Typical office environment.

Signature of Agency Representative:

Charles Spinning
Executive Director

Date