

MEDINA COUNTY COMMISSIONERS

Job Description

Telephone Operator/Clerk/Receptionist

Commissioners Department



SUMMARY

Reporting to the Clerk of the Board, work involves placing, answering, and transferring calls; receiving visitors; and providing general information. Work is complex involving public contact on the phone and in person. Receives visitors and answers phones in an organization with numerous political subdivisions, organizational elements, programs or where a wide range of knowledge of other county operations is required. The job is also characterized by heavy visitor and/or phone traffic and the use of a multi-button telephone console. Routine clerical work includes light typing, proofreading, and organizing billings and timesheets. The level of knowledge required is extensive and there is a high level of responsibility involved in evaluating inquiries and providing information. Work is performed independently under an administrative supervisor and is reviewed for the quality of service rendered with limited latitude for the use of initiative and independent judgment.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

- I. Operates switchboard equipment to receive, transfer and transmit calls; performs telephone clerical tasks such as referring callers to appropriate agencies, locating telephone numbers; updates and/or maintains files of county telephone numbers, agency offices and responsibilities, staff listing, among other assorted and various records maintained on a personal computer; instructs and trains operators; receives and transmits emergency phone calls for Maintenance Department. Serves as a liaison with the telephone company; records and reports telephone repairs; coordinates the ordering of equipment; responds to complaints; manages and coordinates county telephone service program; arranges for equipment repair and/or replacement. **Time spent: 70%**
- II. Performs clerical tasks as receptionist to greet the public; sorts and distributes mail; searches daily newspapers for county-related articles; assists with answering main office phones; maintains general filing as well as Commissioners' individual files. Updates information related to various Boards and Commissions; updates and maintains address for mailing labels. **Time spent: 15%**
- III. Indexes and distributes resolutions and bills from weekly Commissioners' meetings; copies and distributes Auditor's and Treasurer's monthly reports, telephone/cellular bills; records, reviews and returns bid bonds; schedules Administration Building meeting rooms; serves as a backup for scheduling and contracting the Community Center; serves as a backup to Fair Housing representative. **Time spent: 10%**
- IV. Performs related work as required. **Time spent: 5%**

Class Title / Position Number of Position(s) Supervised:

None

Director: _____

Date: _____

Human Resources: _____

Date: _____

Appointing Authority: _____

Date: _____

Class #: 12131C
County of Employment: Medina County Board
Class Title: Telephone Operator 1
Working Title: Telephone Operator/Clerk/ Receptionist
Position Control #: 10146.0
Medina County Commissioners
Pos # & Title of Supervisor: 10164.0, Clerk of Board

	KNOWLEDGE ^ SKILLS ^ ABILITIES	PRINCIPLE DUTIES
Knowledge:	(1) Commissioners' organization, functions & operations; (2) County political subdivisions, agencies, etc*; (3) Office practices, procedures and equipment; (4) Departmental procedures*; (5) English grammar and composition; (6) Maintenance Department emergency procedures;*	Answers questions providing information emanating out of the Board of Medina County Commissioners & other political subdivisions. Operates standard office equipment: typewriters, computers, calculators, photocopiers and FAX machines. Refers calls and visitors as appropriate. Performs routine clerical and typing tasks.
Skills:	(7) Good public relations; (8) Define problems; (9) Prepare appropriate records and reports; (10) Add, subtract; divide, multiply; (11) Articulate thoughts; (12) Complete routine forms; (13) Use telephone console equipment ; (14) Maintain accurate records; (15) Type meaningful information; (16) Human relations skills;	Records journal entries; Distributes weekly bills. Transfers calls Alphabetizes. Audits bills. Answers questions. Gives direction.
Ability:	(17) Operate switchboard and telephone equipment; (18) Maintain accurate records; (19) Gather and coordinate information; (20) Instruct in a courteous manner; (21) Define problems; (22) Prepare appropriate records and reports; (23) Communicate effectively on phone and in person ; (24) Work effectively with staff, public & agencies; (25) Close vision & the ability to adjust focus; (26) Talk, hear, sit, use hands to finger, handle or feel objects, tools, or controls; reach with hands & arms; (27) Keep routine clerical records; (28) Use standard office equipment, i.e. computer, typewriter, fax machine, adding machine; (29) Project professional image;	Evaluate inquiries to provide the most appropriate information or make the most appropriate referral. Uses multi-button telephone console. Schedule meeting facilities. Take and relay messages. Provide accurate information. Alphabetizes/files documents. Provide assistance. Perform routine clerical tasks

*Learned after employment

MEDINA COUNTY POSITION DESCRIPTION ADDENDUM

MINIMUM CLASS REQUIREMENTS

Any combination of experience and training that would provide the required knowledge and abilities is qualifying:

- 1) High School Degree or equivalent.
- 2) One (1) year experience using multi line telephone or PBX system.
- 3) Two (2) years overall employment, preferably in public service sector
- 4) Valid Ohio Driver's License and clean driving record.

COMPETENCIES / ESSENTIAL FUNCTIONS / UNUSUAL WORKING CONDITIONS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

- Ability to effectively articulate information and respond to questions.
- Ability to relate and work well with diverse community population.
- Regularly required to talk, hear, sit; use of hands to finger, handle or feel objects, tools, or controls; and reach with hands and arms.
- Close vision and ability to adjust focus.
- Exposed to equipment generating heat and cold.

MAJOR WORKER CHARACTERISTICS

- Knowledge of County.
- Knowledge of computers.
- Knowledge of office practices.
- Knowledge of multi-line telephone system.
- Skill to maintain accurate records.
- Skill to speak English clearly and succinctly.
- Skill with which to project knowledgeable and professional image.
- Ability to use whole numbers, understand systems a procedures.
- Ability to establish positive relations.
- Ability to identify system problems and recommend fixes.
- Ability to train/instruct others.