



GEAUGA COUNTY BOARD OF COMMISSIONERS

James W. Dvorak Timothy C. Lennon Ralph Spidalieri

12611 Ravenwood Drive • Suite 350 • Chardon, Ohio 44024-1071

Job Opportunity#1912-1

Re-Posted with revised salary on August 8,2022. Post until filled

Position: General Communications Clerk / Switchboard Operator
Department: Maintenance, Buildings & Grounds
Compensation: \$11.58/Hourly - Part-Time – Varied Hours
Grade: 3

Definition: Under general supervision operates telephone console, connects callers to the proper extensions, processes outgoing mail, and performs a variety of routine clerical duties; performs related duties as required.

Typical Examples of Duties & Percentage of Time:

- 80% - 95% Interacts with the general public, either in person or over the telephone; Operates telephone console; Answers questions and provides information regarding County programs and services as appropriate; Determines correct extension from callers information; Connects callers to, and may direct visitors to, appropriate office.
- 10% - 20% Processes outgoing mail by receiving, sorting, weighing and stamping.
- 0% - 10% Reports telephone service difficulties to supervisor or other parties as directed; resolves minor problems with equipment.
- 0% - 10% Assists with various clerical duties as assigned.

Knowledge, Skills and Abilities:

Knowledge of (1) procedures for operating a telephone console*; (2) County extensions and services provided by various offices*; (3) modern office practices and procedures, (4) departmental rules and regulations*.

Skill in (5) operating a telephone console; (6) operating a postage meter; (7) operating a typewriter and related office equipment; (8) basic computer operation.

Ability to (9) answer numerous incoming calls efficiently and politely; (10) communicate verbally with others; (11) handle emotional callers and visitors; (12) deal effectively with the general public and co-workers; (13) lift and move 25 pounds; (14) follow verbal and written instructions; (15) resolve routine equipment problems; (16) maintain a variety of records; (17) to remain seated for extended periods of time.

Suggested Training and Experience Requirements:

High school diploma or equivalent with one year related experience; or any combination of education and experience that provides the requisite knowledge, skills, and abilities of the job.

Additional Requirements:

- Must pass pre-employment drug test.
- May work flexible schedule based on needs of agency.
- May drive personal vehicle for county business.
- Performs work which is primarily sedentary.
- Is subject to inside environmental conditions.
- Require vision (which may be corrected) to read small print.

Please submit your application and resume to Geauga County Commissioners, 12611 Ravenwood Drive, Suite 350, Chardon, OH 44024 Attn: HR Administrator #1912-1. Details at:

<https://bocc.geauga.oh.gov/public-notifications/job-opportunities>