



# GEAUGA COUNTY BOARD OF COMMISSIONERS

James W. Dvorak Timothy C. Lennon Ralph Spidalieri

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470 Center Street • Building 4 • Chardon, Ohio 44024-1071

***Job Opportunity#1912-1***  
***Posted from Friday, May 28, 2021 until filled***

**Position:** General Communications Clerk / Switchboard Operator  
**Department:** Maintenance, Buildings & Grounds  
**Compensation:** \$11.03/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 and 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 caller's 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.

Submit an ***Application for Employment*** to the Geauga County Commissioners' Office, HR Administrator #1912-01, 470 Center Street, Building #4, Chardon OH. Details and application form at [www.co.geauga.oh.us](http://www.co.geauga.oh.us).