

AUDITOR OF STATE CLASSIFICATION SPECIFICATION	<u>CLASSIFICATION SERIES</u> Telephone Intake Operator	<u>SERIES NUMBER</u> 1214A
	<u>MAJOR AGENCIES</u> Auditor of State only	<u>EFFECTIVE</u>

SERIES PURPOSE

The purpose of the telephone intake operator occupation is to answer toll free hotline to receive information regarding potential welfare fraud cases.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>PAY RANGE</u>	<u>EFFECTIVE</u>
Telephone Intake Operator	12141A	04	

CLASS CONCEPT

The full performance level class works under general supervision & requires considerable knowledge of office practices & procedures & public relations in order to answer hotline to receive information regarding potential welfare fraud cases & forward information to local human services agency.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Telephone Intake Operator	12141A	51		04

JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Answers toll free hotline to receive information regarding potential welfare fraud cases (e.g., asks specific questions to complete standardized questionnaire & verifies that individual is receiving welfare benefits) & forwards questionnaire & form letter to appropriate county human services agency for follow-up & response.

Prepares monthly report regarding calls received; receives & forwards mail to appropriate section; sorts & mails tax matches; types forms & routine documents; maintains files; relieves switchboard operator.

MAJOR WORKER CHARACTERISTICS

Knowledge of office practices & procedures; public relations. Skill in operation of typewriter; computer terminal. Ability to deal with problems involving few variable within familiar context; complete routine forms; sort items into categories according to established methods.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

1 course or 3 mos. exp. in office practices & procedures; 1 course or 3 mos. exp. in typing; 3 mos. trg. or 3 mos. exp. in public relations.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT

Not applicable.

UNUSUAL WORKING CONDITIONS

Not applicable.