



**OHIO**  
UNIVERSITY

**Classification and Qualification  
Standards**  
**Central Communication  
Specialist**

*ADMINISTRATIVE/TECHNICAL ROLE*

<b>Career Series:</b> Administrative Support	<b>Job Code:</b> 16112 <b>Grade:</b> A	<b>Date Established:</b> 7/01/2001	<b>FLSA Category:</b> NON-EXEMPT
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**JOB SUMMARY**

Under immediate supervision, the classification exercises limited independent judgment, refers difficult questions and problems to higher levels, and applies and follows routine procedures, techniques, rules and regulations. This classification requires basic familiarity with various types of equipment to oversee calls and act as receptionist, and knowledge of oral and written communication and public relations in order to facilitate communications with a variety of university and community constituents including students, faculty, staff and the general public.

**PRINCIPAL DUTIES AND RESPONSIBILITIES**

1. Operates switchboard system, multi-line equipment or comparable equipment to receive, transfer, place, or answer calls.
2. Processes standard and electronic mail.
3. Performs job related clerical duties.
4. Interacts with student, faculty, staff and the general public.
5. Serves as receptionist and answers routine inquires.
6. Directs calls to appropriate sources, records messages, and insures messages are delivered in a timely manner.
7. Provides emergency communication and warning service.
8. Acts as central receiving for a department or regional campus.
9. Receives and distributes information regarding campus activities, events and academic information.
10. Trains and supervises student employees.
11. Performs other duties as assigned.

**Worker Characteristics (knowledge, skills & abilities to perform the job duties)**

Knowledge of public relations; office policies and procedures\*; oral and written communication; and employee training and development\*. Skill in operation of switchboard system, multi-line telephone, or comparable equipment; and computer\*. Ability to respond to routine request from staff and public; receive, transfer, place or answer calls; and provide emergency communication and warning service\*.  
(\*developed after employment)

**Minimum education & experience required (including training, registration & licensure)**

6 mos. training or 6 mos. experience in operation of switchboard system, multi-line telephone, or comparable equipment. 1course or 3 mos. experience in public relations or in position involving public contact.

- Or equivalent of the education and experience listed above.

*This job specification describes the general nature and level of work being performed by people assigned to this classification. Employees may perform some or all of these duties. Examples listed do not preclude the performance of other duties similar in nature or in level of complexity*