

**CITY OF OVERLAND PARK
POSITION DESCRIPTION**

TITLE:	Switchboard Operator/Receptionist	BAND/LEVEL:	Admin I
DEPARTMENT:	City Manager	JOB NO:	4590
DIVISION:	Communications	DATE:	3/25/12
REPORTS TO:	Communications Manager	FLSA STATUS:	NE
FULL-TIME: <input checked="" type="checkbox"/>	PART-TIME: <input type="checkbox"/>	TEMPORARY: <input type="checkbox"/>	COST CENTER: 122

REPLACES: Switchboard Opr/Rec and Senior Level Combined **DATE:** 10/11

JOB SUMMARY STATEMENT:

Acts as switchboard operator and receptionist for the City. Distributes incoming mail and prepares outgoing mail. Maintains City historical records and electronic archives. Maintains information directory. Conducts City Hall tours. Provides clerical support as required.

DUTIES AND RESPONSIBILITIES:

1. Performs duties of switchboard operator and receptionist that include greeting the public and directing them, answering and directing incoming phone calls and answering questions.
2. Sorts, date stamps, and distribute incoming mail to individual department mail boxes. Prepares afternoon mail for pre-sort contract mail operations. .
3. Updates and maintains home association and other group lists by inputting data on the personal computer, print mailing labels and distributing updates to departments as required.
4. Maintains historical record of articles relating to Overland Park by reading various periodicals, scanning, clipping, dating, pasting, copying, scanning and filing articles by date.
5. Updates City employee roster that involves requesting updates from the department by phone or in writing, entering updates on the personal computer, copies and distributes the roster to department directors, Mayor and council members.
6. Maintains a directory of information available to the public on a personal computer. Information is obtained by reading, calling and investigating information on public and private agencies and services. Make copies of information for distribution as required. Serves as tour guide for City Hall by coordinating requests for tours with various involved staff members and scheduling time, compiling script and conducting walking tours of facilities.
7. Provides clerical support for special projects as assigned by the supervisor.
8. Assists with updating both the city's Web calendar and city social media sites, as well as monitors social media sites.
9. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with subordinates, supervisors, customers, vendors and any other persons or organization with whom interaction is required to accomplish work and employer goals.
10. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

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GENERAL QUALIFICATIONS

EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

Basic education with courses in typing, office machines and office practices or additional equivalent experience.

EXPERIENCE:

Three months switchboard operation and clerical experience, or an equivalent level of experience.

SKILLS:

1. Excellent oral communication skills
2. Typing skills
3. Proper phone etiquette
4. Keyboard skills
5. Good listening skills

MENTAL REQUIREMENTS:

1. Alpha and numeric recognition
2. Ability to work in a hectic environment with many interruptions
3. Ability to remember names, numbers, locations, etc

PHYSICAL REQUIREMENTS:

1. Ability to make and receive phone calls
2. Ability to operate multi-line switchboard system
3. Ability to sit for an extended period of time
4. Ability to lift 20 pounds and transport 80 feet
5. Hand and eye coordination adequate to operate personal computer, typewriter, copy machine, fax machine, and switchboard
6. Ability to tour City facilities
7. Ability to speak to an individual or group for an extended period of time

SUPERVISORY RESPONSIBILITY (Direct & Indirect):

None

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.