

**CITY OF OVERLAND PARK  
POSITION DESCRIPTION**

<b>TITLE:</b>	Switchboard Operator/Receptionist	<b>GRADE:</b>	00
<b>DEPARTMENT:</b>	City Manager	<b>JOB NO:</b>	9525
<b>DIVISION:</b>	Communications	<b>DATE:</b>	6/01
<b>REPORTS TO:</b>	Communications Manager	<b>FLSA STATUS:</b>	N
<b>FULL-TIME:</b> _____	<b>PART-TIME:</b> <u>XX</u>	<b>TEMPORARY:</b> _____	<b>COST CENTER:</b> 122

**REPLACES:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

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**JOB SUMMARY STATEMENT:**

Acts as switchboard operator and receptionist for City. Distributes incoming mail and prepares outgoing mail. Maintains City historical records. Maintains information directory. Provides clerical support as required.

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**DUTIES AND RESPONSIBILITIES:**

1. Performs duties of receptionist and switchboard operator that includes greeting the public and directing them, answering and directing incoming phone calls and answering questions.
2. Sorts, date stamps, and distributes incoming mail to individual department mail boxes. Delivers afternoon mail to the Justice Center and returns outgoing mail to the mailroom. Prepares and stamps outgoing mail using a postage meter and weighing machine. Places outgoing mail in box for pickup by lifting bundles weighing approximately 20 pounds and transporting 40 feet. Maintains and updates records reflecting postage costs per department. Provides Finance with individual department monthly postage costs.
3. Maintains historical record of articles relating to Overland Park by reading various periodicals, clipping, dating, pasting, copying, and filing articles by date.
4. Maintains a directory of information available for public use 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.
5. Provides clerical support on the personal computer, phone, adding machine, copy machine, or typewriter for special projects as assigned by supervisor.
6. 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.
7. 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.

**The above duties and responsibilities includes those tasks, physical and mental requirements, visual requirements, unique physical surroundings and mental/cognitive requirements listed in the Position Description Questionnaire and Task Analysis Worksheet.**

**Title:** Switchboard Operator/Receptionist

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## GENERAL QUALIFICATIONS

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### **EDUCATION & SPECIAL LICENSE (S)/CERTIFICATIONS:**

Basic education which includes courses in typing, office machines and office practice 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 to time
4. Ability to lift 20 pounds and transport 40 feet
5. Hand and eye coordination adequate to operate personal computer, typewriter, copy machine, fax machine and switchboard

### **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.**