

NORTEX REGIONAL PLANNING COMMISSION
CLASSIFICATION JOB DESCRIPTIONS

NRPC Salary Group: A04
NRPC Job Class Number: 0006
FLSA Classification: Clerical - Non-Exempt
Immediate Supervisor: Executive Director

SWITCHBOARD OPERATOR/RECEPTIONIST

GENERAL DESCRIPTION

Performs routine work operating a telephone switchboard or console and performing major receptionist duties. Work involves placing, answering, and transferring local and long distance calls, performing clerical tasks, receiving visitors, and providing general information to the public. Works under close supervision with minimal latitude for the use of initiative and independent judgment.

ESSENTIAL JOB FUNCTIONS

- Places, answers, and transfers local and long distance calls.
- Keeps records of staff locations.
- Greets callers, answers general questions, and directs callers to proper staff persons.
- Receives visitors and notifies appropriate staff person of their arrival.
- Takes messages for staff unavailable to answer calls or greet visitors.
- Provides forms and general information to visitors; forwards completed forms to proper staff persons.
- Refers callers and visitors to services or resources at other agencies or organizations when appropriate.
- Types and edits correspondence, articles, letters, memoranda, reports, directories, and other material from staff.
- May perform minor clerical tasks, such as typing, processing mail, filing, and assembling informational materials or application packets.
- May use automated equipment for information retrieval and data entry.
- May operate office machines such as shredder, personal computers, typewriters, adding machines, calculators, laser printers, facsimiles, and/or copiers.
- Performs related work as assigned.

OTHER JOB FUNCTIONS

- May be required to carry, hold, lift, push, and pull a minimum of 35 pounds of computer papers and retrieve records and/or supplies from storage room.
- May be required to read, write, and communicate in English.
- May be required to travel.

GENERAL QUALIFICATION GUIDELINES

Experience and Education

Experience in switchboard, receptionist, or clerical work. Graduation from a standard senior high school or equivalent is generally preferred. Education and experience may be substituted for one another.

Knowledge, Skills, and Abilities

- Knowledge of business terminology, spelling, punctuation, grammar, arithmetic, and office practices and procedures and their principles of office management.
- Knowledge of telephone switchboards or consoles and community resources for referral purposes and of agency operations.
- Ability to transfer incoming calls to appropriate personnel and to greet and direct visitors.

****THIS COMPANY RESERVES THE RIGHT TO MODIFY, INTERPRET, OR APPLY THIS JOB DESCRIPTION IN ANY WAY THE COMPANY DESIRES. THIS JOB DESCRIPTION IN NO WAY IMPLIES THAT THESE ARE THE ONLY DUTIES, INCLUDING ESSENTIAL DUTIES, TO BE PERFORMED BY THE EMPLOYEE OCCUPYING THIS POSITION. THIS JOB DESCRIPTION IS NOT AN EMPLOYMENT CONTRACT, IMPLIED OR OTHERWISE. THE EMPLOYMENT RELATIONSHIP REMAINS "AT WILL". THE AFOREMENTIONED JOB REQUIREMENTS ARE SUBJECT TO MODIFICATION TO REASONABLY ACCOMMODATE QUALIFIED DISABLED INDIVIDUALS.***

Revised 10/1/2019