

Oklahoma Farm Bureau & Affiliated Companies Job Description

Job Title: Switchboard Operator		Department: Administrative Services	
Accountable to: VP of Administrative Services		Issued: 02/2005	Revised: 04/2018
Grade Level: 4	Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Intern <input type="checkbox"/> Seasonal	FLSA: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non exempt	Position Details: <input checked="" type="checkbox"/> Individual Contributor <input type="checkbox"/> Supervisor/Manager (direct reports)

Primary Purpose: Under the direction of the Vice President of Administrative Services, answer incoming phone calls and forward to proper party; greet visitors and direct to appropriate personnel.

Essential Duties and Responsibilities *include, but not limited to:*

1. Answer all incoming telephone calls and forward calls to proper staff.
2. Supply information to callers and take messages as needed.
3. Receive visitors, obtain name and nature of business, announce visitors to appropriate parties, and direct visitors as instructed.
4. View video monitor of basement entrance in order to control access to building. Alert Security & VP of Admin. Svs. of any problems that may arise.
5. Inform individuals or departments of deliveries/shipments and direct delivery as requested.
6. Make announcements and page employees as needed.
7. Employee is expected to maintain regular attendance.
8. Work hours for this position are as follows:
 - a. Mon-Thurs. 7:30am-4:45pm; Friday 7:30am-1:30pm
 - b. Occasional evening hours may be needed (upon request) to cover company events etc.

Additional Duties and Responsibilities

1. Operate fax machine and notify appropriate personnel of incoming faxes.
2. Help various departments with duties such as stuffing envelopes and placing items in numerical or alphabetical order.
3. Perform any other duties requested by management or as needed.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

Skills and Knowledge

- **Language Skills**
 - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine correspondence. Ability to speak effectively with all incoming callers and visitors.

- **Other Skills and Abilities**

- Patience, good temperament, excellent punctuality, ability to sit for long periods of time, and probing skills are required.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger or feel controls; and talk or hear.

Movements of the fingers, hands, or arms are usually repetitive.

Specific vision abilities required by this job include close to mid-range vision and depth perception.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The worker is in a typical office environment and is not exposed to adverse environmental conditions.

The noise level in the work environment is usually moderate.