

# HARPER INTERNATIONAL

## POSITION DESCRIPTION

The Position Description is the tool used by Harper International to communicate and clarify the essential job functions, establish the basis for performance expectations, and identify training needs for each position.

### Part I - Reporting Structure

|   |                                    |
|---|------------------------------------|
| <b>Name:</b>                                | <b>Date:</b> February 2011         |
| <b>Job Title:</b> Switchboard Operator      | <b>Department:</b> Administration  |
| <b>Reports To (Position):</b> Kathy Pfeifer | <b>Supervises (Positions):</b> n/a |
| <b>Status:</b> Non-Exempt                   |                                    |
| <b>Completed By:</b> JC                     |                                    |

### Part II – Position Objective

The switchboard operator is expected to have the switchboard open and operating promptly at 8:15 a.m. and throughout the day until 5:00 p.m. The operator will also provide general office support with a variety of clerical activities and related tasks, including answering incoming calls, directing calls to appropriate associates, mail distribution, flow of correspondence, and requisition of supplies as well as additional clerical duties.

### Part III – Job Responsibilities

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| Essential Duties   |
| 1. Greet, sign in, and assign appropriate ID badge for all visitors  |
| 2. Process visitor notification forms, including distributing copies and completing and special requests such as lunch, car, hotel, conference rooms, etc  |
| 3. Answer phones and direct calls accordingly, use phone system to page employees when necessary   |
| 4. Check email and faxes throughout the day and respond / distribute accordingly   |
| 5. Check and respond to conference room requests throughout the day  |
| 6. Sort and distribute incoming mail using appropriate procedures  |
| 7. Prepare outgoing mail with proper postage and carrier depending on domestic versus international, and ensure outgoing mail gets to the post office at the end of the day                      |
| 8. Operate and monitor refills of mail machine per company policy  |
| 9. Execute hospitality related functions such as setup and clean up of food/coffee in conference rooms, ordering food, ensuring mini fridges are stocked, ordering flowers, and watering plants. |
| 10. Track out of office employees on the out of office calendar, communicate any absences to appropriate manager   |
| 11. Per company policy, collect and log engineering time sheets at the end of the week   |

**IV – Knowledge, Skills, Education**

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| Knowledge, Skills, Education   |
| 1. 1 year of customer service experience, preferably utilizing a professional phone system |
| 2. Knowledge of MS office (word, excel, and outlook)                                       |
| 3. Excellent verbal communication skills, including phone etiquette                        |
| 4. Customer service driven – both internal and external customers                          |
| 5. Ability to take initiative and work with minimal supervision                            |

**V- Work Environment**

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| 1. Office environment, majority of time to be spent at a computer or on the phone |
| 2. Some walking in between buildings is required                                  |

**VI - 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.

The employee must regularly lift and/or up to 20 pounds. While performing the duties of this job, the employee is regularly required to walk. The employee is frequently required to sit, use hands, reach with hands and arms, talk and hear. The employee is occasionally required to stand, stoop, kneel, crouch or crawl.