Job Title: **Switchboard Operator** Description Date: 10/29/2026
Supervisor: **Chief Clerk, Iowa House of Representatives**
Hours: Monday-Thursday between 28 and 34 hours a week.
Session only employment: January 11 to April 30, 2027.

Pay Range: $14.88 to $21.21 an hour

Job Summary: Responsible for answering the House of Representatives switchboard phone line, assisting callers with basic information, bill status, and member details.

SKILLS REQUIRED:

1. Ability to establish and maintain good working relationships and provide excellent customer service with the elected members, staff, general public and lobbyists.
2. Excellent knowledge of business English, spelling, proofreading, clerical procedures.
3. Can demonstrate appropriate professional conduct, judgment and personable demeanor in the Chamber and throughout the workplace at all times.
4. Proficient knowledge of computer applications, MS Office, email, and internet research.

EDUCATIONAL REQUIREMENTS:

1. High school diploma, GED, or military experience and related professional administrative experience.

Job Description Approved/Supervisor:_____

Signature/Title: _____Date: _____

*****WE RESERVE THE RIGHT TO MODIFY, INTERPRET, OR APPLY THIS JOB DESCRIPTION IN ANY WAY THE HOUSE 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 CHANGE TO REASONABLY ACCOMMODATE QUALIFIED DISABLED INDIVIDUALS.*** Last update 11/9/23**