

Job Title: **Administrative Services Officer-** (Non-Partisan), Switchboard

Description Date: 11/9/23

Supervisor: **Chief Clerk, Iowa House of Representatives**

Hours: Session only; 30 to 34 hours per week.

Pay Range: \$13.23 to \$18.86 an hour

Job Summary: Responsible for providing Pastor of the Day daily and answer the switchboard under the general supervision of the Chief Clerk.

**ESSENTIAL FUNCTIONS** of the job:

1. Answer the switchboard during session and outside of session. Track callers and information requested. Answers and problem solve for caller seeking information about bill status, numbers, etc.
2. Work with the elected officials to coordinate and organize the Pastor of the day. Will line up the Pastor of the day, show them where to stand, when to arrive, and what is expected of them on their opening day. Emailing to make sure they are present on their day with reminders.
3. Work with elected officials and the Chief Clerk to coordinate the Pledge of Allegiance each day. Pastor of the Day and the Pledge person will require you to be in the House Chamber by 30 minutes prior to gavel in each session day Monday-Thursday.
4. Ability to step into clerk duties at any given moment to assist in clerking for a member.

**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 attention to detail of visual work, punctuation, English grammar, proofreading and subject matter reading analysis.
4. Can demonstrate appropriate professional conduct, judgment and personable demeanor in the Chamber and throughout the workplace at all times.
5. Proficient knowledge of computer applications, MS Office, email, and internet research.

**EDUCATIONAL REQUIREMENTS:**

1. Four year degree (BA/BS) from an accredited college or university required with professional administrative experience of four years.
2. High school diploma, GED, or military experience and related professional administrative experience in excess of four years minimum may be substituted for education.

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