



NON-SWORN MEMBER VACANCY

The Kansas City Missouri Police Department employment practices are designed to hire, promote, and assign members without discrimination on the basis of race, color, religion, sex/gender, age, national origin, genetics, or disability.

DATE: August 29, 2019

JOB VACANCY MEMORANDUM NO. 19-34

TITLE: Administrative Assistant I, Switchboard Operator

ELEMENT OF ASSIGNMENT: Communications Unit

PAY RANGE: 11

STARTING MONTHLY SALARY: \$2,127

VACANCY STATUS: Vacant

EXPIRATION DATE: September 12, 2019

REQUIREMENTS:

To receive and route general information calls to the appropriate elements.

Essential Job Functions: (Functions essential to attaining job objectives.)

1. Operate switchboard console; receive and route incoming calls; and ensure proper routing of calls.
2. Maintain directories for reference purposes.
3. Maintain reliable and predictable attendance. Must have the ability to work flexible hours, overtime, weekends and/or holidays when necessary.
4. Perform other related duties as required.
5. This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA) as amended by the Amendments Act of 2008 (ADAAA); and the Missouri Human Rights Act (MHRA).

Job Standards: (Minimum qualifications needed to perform essential functions.)

To successfully perform the essential functions of this position, the incumbent must:

- be 18 years of age;
- have a high school diploma or equivalent;
- have knowledge of department operations; and
- prefer previous switchboard experience, and experience working with the public.

Physical Requirements: Position is sedentary and incumbent is required to sit for prolonged periods of time performing stationary work at a switchboard console. Must have the ability to hear clearly, in order to accurately route calls coming into the department.

Job Location: (Place where work is performed.)

Position operates in a standard office environment 100% of the time.

Equipment: (Machines, devices, tools, etc., used in job performance.)

- Switchboard console
- Telephone handset or headset
- Telephone
- Printer/Scanner/Fax
- Personal computer

All members interested in being interviewed for the above position must submit a Request for Transfer, Form 4 P.D., through their chain of command to be forwarded to the Human Resources Division (HRD). In addition, a completed Selection Process Candidate Review Form, Form 417 P.D. (with chain of command endorsements) must be submitted directly to Training Supervisor Tamara Bazzle, Communications Unit, to be received no later than **SEPTEMBER 12, 2019**.

Outside applicants interested in being considered for the position must submit a cover letter and a resume to Mindy.Davis@kcpd.org, to be received no later than **SEPTEMBER 12, 2019**.

All permanent full-time members of the Kansas City Missouri Police Department must reside within the Kansas City, Missouri city limits unless an exception has been granted by the Chief of Police.

Selected applicants who meet all of the qualifications will be contacted individually to schedule an interview. Selected applicants must submit to a CVSA, post-offer physical examination and routine drug screen.

Captain Gregory Williams

Captain Gregory Williams
Commander, Employment Unit