



## **Point of Entry/Phone Switchboard Operator (with Occasional Cashier Duties)**

### **Position Summary:**

The Point of Entry/Phone Switchboard Operator is the first point of contact for callers and visitors, providing a welcoming and professional experience. This role is responsible for managing the organization's main phone line, directing inquiries, greeting guests, and maintaining front desk operations. Additionally, this role includes occasional cashier duties, handling payments and issuing receipts accurately and securely – count and balance drawer for your daily deposit.

### **Essential Functions:**

#### **Front Desk & Phone Operations**

- Answer and direct incoming calls using a multi-line phone system.
- Take and relay messages accurately and promptly.
- Greet and assist visitors, ensuring sign-in procedures are followed.
- Notify appropriate staff of guest arrivals and manage visitor badges or passes.
- Maintain the front desk and entryway in a neat, professional condition.
- Monitor entry to ensure building security procedures are followed.

#### **Cashier Duties (Occasional)**

- Accept payments for services (cash, check, credit/debit).
- Issue receipts and balance transactions at the end of cashier shifts.
- Follow financial policies for secure handling and documentation of funds.
- Prepare basic transaction records or reports as directed.
- Reconcile payment logs with department records when needed.
- Maintain various spreadsheets that are updated daily, weekly, and monthly.
- Have an active role in all emergency restoration situations that may include working in all weather conditions including around-the-clock operations, and potentially stressful situations that require employees to respond in a calm, effective manner.
- Complete applications for connects and new services.
- Other duties as assigned.

#### **Administrative Support**

- Sort and distribute incoming mail and deliveries.
- Perform basic data entry, scanning, or filing tasks.
- Assist with scheduling, event check-ins, or document preparation when requested.
- Support general office operations and provide backup coverage as needed.

#### **Emergency & Safety:**

- Follow emergency call procedures and notify appropriate staff or authorities.
- Maintain awareness of and compliance with building safety protocols.

## **Skills & Abilities**

- Proficient in Microsoft Office Suite and phone/email systems.
- Strong communication and interpersonal skills.
- Basic cashiering or money-handling experience a plus.
- Ability to multitask and remain calm in a busy environment.
- Professional appearance and demeanor.
- Trustworthy and discreet with sensitive information and transactions.

## **Experience, Education & Licenses:**

- High school diploma or equivalent required.
- 1+ year of experience in customer service, reception, or administrative support preferred.
- Ability to effectively use equipment such as, but not limited to computer, calculator, copier, and scanner.
- Maintain a valid Oklahoma driver's license.

## **Physical and Mental Demands:**

*All requirements are subject to possible modification to reasonably accommodate individuals with disabilities* (some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees).

- *Physical Demands:* While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit for extended periods of time; stand; walk; use hands to finger, handle or feel; and reach with hands and arms. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Continual use of computer and keyboard. Good hearing and speaking are required as well as good vision.
- *Mental Demands:* Office or lobby/reception setting having frequent interaction with the public. While performing the duties of the job, the employee is regularly required to have a high level of concentration, be subject to performance pressure due to deadlines imposed and the responsibilities with assuming a point of entry/switchboard and cashier/receptionist position. Must be able to use sound judgement. Must be able to present information, read, write, and comprehend data. Position works with both concrete and abstract information and can be expected to assimilate and communicate that information in understandable ways to others. Employees often experience intense pressure in dealing with people, in meeting job deadlines or in handling unexpected job assignments.

## **Position Type/Expected Work Hours**

Full-time position (Monday – Friday 8:00am – 4:30pm)

Occasional evening and weekend work may be required if job duties or training demands.

## **EEO Statement**

LREC Electric Cooperative provides equal opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal or local law.

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Must furnish Oklahoma Motor Vehicle Operator Report upon conditional job offer. All applicants tentatively selected for this position will be required to submit to urinalysis to screen for illegal drug use. Employment will be contingent upon drug test results.

LREC offers a generous compensation and benefits package including Annual Leave and Sick Leave, Major Medical Health Insurance, 401K and Retirement & Security package.

Applications will be accepted through Friday, July 11, 2025. Applications are available at [lrecok.coop](http://lrecok.coop) or from the Hulbert cashiers.

LREC is a short distance to four major metro areas (Oklahoma City, Tulsa, Ft. Smith, and Fayetteville). We are in the foothills of the Ozarks, where there are all kinds of outdoor activities like 4-wheeling, hiking, hunting, fishing, etc. We have access to the Illinois river, Ft. Gibson and Tenkiller reservoirs for water recreation. Tahlequah has a state university in the heart of our area and is the capital of the Cherokee Nation. We have one of the top-rated school districts in Oklahoma (#8 Ft. Gibson according to niche.com). LREC is 1.5 hours from 2 commercial airports. Additionally, multiple hospitals, great restaurants, movie theaters and other entertainment venues are in the immediate area.