



Private Management for Public Facilities

Job Description

Position: Receptionist

Department: Administration

Status: Hourly

Reports to: HR Coordinator

SUMMARY: Assists customers, clients, events staff, tenants, employees and the general public by operating a multi-line telephone system to answer incoming calls, providing information, and delivering any other customer service needed, by performing the following duties. Must have availability Monday-Friday, 1:00PM-5:30PM.

Essential Duties and Responsibilities

- ❖ Retrieves messages from voice mail and answering service and forwards to appropriate personnel.
- ❖ Answers incoming telephone calls in a friendly, professional manner, determines purpose of calls and forwards calls to appropriate personnel or department.
- ❖ Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable.
- ❖ Answers questions about organization and provides callers with address, direction, information about events at the facility and other information.
- ❖ Notify supervisor when leaving receptionist area.
- ❖ Welcomes on-site visitors, determines nature of business, announces visitors to appropriate personnel, directs visitors as needed.
- ❖ Monitors visitors' access and issues passes when required.
- ❖ Operates radio dispatch system as needed.
- ❖ Receives, sorts and routes mail, and maintains and route publication.
- ❖ Maintains fax machines, assists users, sends faxes and retrieves and routes incoming faxes.
- ❖ Orders, receives, and maintains office supplies.
- ❖ Creates and prints fax covers sheets, memos, correspondence, reports and other documents when necessary.
- ❖ Performs other clerical duties as needed, such as filing typing photocopying and collating.
- ❖ Forward all event scheduled for the following week to answering services on a weekly basis.
- ❖ Performs other duties as assigned by the Executive Assistant.

Education and/or Experience

High School diploma or G.E.D. preferred and 1 year related experience and/or training: or equivalent combination of education and experience.

Knowledge, Skills and Abilities

- ❖ Ability to use all office equipment, computer, calculator, fax machine, copy machine.
- ❖ Must be proficient in Microsoft applications (Word, Excel, Powerpoint)
- ❖ Ability to prioritize tasks and to handle multiple tasks at a time to meet deadlines.
- ❖ Good communication and organization skills.
- ❖ Work effectively with others.
- ❖ Remain flexible and adjust to situations as they occur.
- ❖ Maintain an effective working relationship with clients, employees, exhibitors, patrons and others encountered in the course of employment.

The company reserves the right to change or modify all job descriptions as needed. This description portrays in general terms the type and levels of work performed and is not intended to be all-inclusive or to represent specific duties of any one incumbent. The knowledge, skills, and abilities may be acquired through a combination of formal schooling, self-education, prior experience, or on-the-job training.