

JOB DESCRIPTION

ADMINISTRATIVE ASSISTANT I/RECEPTIONIST

FULL TIME



Facility Name:	VENUWORKS OF CHESAPEAKE LLC – CHESAPEAKE CONFERENCE CENTER
----------------	---

JOB INFORMATION

Job Title:	Administrative Assistant I - Receptionist	Department:	Sales & Marketing
Reports To:	Director of Sales & Marketing	FLSA Status:	Exempt <input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/>
Prepared By:	Deborah Malenda	Date Prepared:	01/03/2020
Approved By:	Donna M. Cannatella	Approved Date:	01/03/2020

SUMMARY

Oversees front desk, provides high level of customer service, and executes administrative duties at all levels to assist facility staff.

ESSENTIAL DUTIES include the following. Other duties may be assigned.

1. Professionally welcomes on-site visitors, answers incoming telephone calls, determines nature of business, and announces visitors or forwards calls to appropriate personnel.
2. Professionally answers clients questions about facility and services offered at conference center.
3. Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable. Retrieves messages from voice mail and forwards to appropriate personnel.
4. Assists with box office operations including ticket sells, collection and manifest development.
5. Supports Sales & Marketing division efforts to include maintaining event files and records, compiling and analyzing data and preparing/creating routine and specialized reports, and surveys. Maintains Menu Packets and Event Planning Guides.
6. Performs specialized office procedures such as creating forms and tables, typing documents, and managing reports in both word and excel formats. Maintains event calendars, (electronic & signage) for board and meeting rooms.
7. Maintains promotional materials, contact lists and website with current content.
8. Coordinates schedules when necessary (i.e. lunch, holidays, and other leave).
9. Maintains copy/fax machines, assists users, sends faxes/email scans, makes copies, retrieves and routes incoming faxes. Maintains copier supplies and maintenance schedule.
10. Provides general administration to include: data entry, filing, sorting, organizing, proof reading, communication, process incoming and outgoing mail; assist with daily operations as directed.
11. Uses Google applications, Microsoft Office products, Excel databases, and programs used in Hospitality Industry (CCC & Convention Calendars, Ungerboeck), to prepare and distribute promotional/informational literature.
12. Processes payments in cash, check or credit from clients according to accounting procedures.
13. Supports F&B and Operation divisions with weekly BEO booklets, event calendar and event signage.
14. Serves as a buffer between management and outside parties.
15. Assists with special projects when needed.
16. Assists other departments when needed.
17. Oversees stock & replenishment of office supplies and marketing materials.
18. Assists with life safety procedures, incident notifications, and appropriate reporting.
19. Maintains regular office hours.

SUPERVISORY RESPONSIBILITIES

None

JOB DESCRIPTION

ADMINISTRATIVE ASSISTANT I/RECEPTIONIST

FULL TIME



QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

1. High school diploma or general education degree (GED); or three to five years related experience and/or training; or equivalent combination of education and experience.
2. Experience working in a computer network environment utilizing Microsoft Office and Windows based programs.
3. This position requires excellent written and verbal skills, as well as creative thinking and problem solving skills.

LANGUAGE SKILLS

1. Ability to write reports, business correspondence, and procedure manuals.
2. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
3. Ability to speak and understand English.

MATHEMATICAL SKILLS

1. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
2. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

1. Ability to maintain a calm, composed presence in an often fast-paced environment where multiple tasks, events and stimulus may occur simultaneously.
2. Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
3. Ability to remember previously learned material such as specifics, criteria, techniques, principles and procedures.
4. Ability to put parts together to form a new whole or proposed set of operations.
5. Ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decisions based on best and most important choice.
6. Ability to grasp new policies and procedures and apply them efficiently.

CERTIFICATES, LICENSES, REGISTRATIONS

1. Applicant must possess current, valid driver's license and a current working telephone with a number that can be accessed by building management personnel for contact purposes

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is regularly required to talk or hear.
2. The employee frequently is required to sit and reach with hands and arms.
3. The employee is occasionally required to stand; walk; and stoop, kneel, crouch, or crawl.
4. The employee must occasionally lift and/or move up to 25 pounds.
5. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

JOB DESCRIPTION ADMINISTRATIVE ASSISTANT I/RECEPTIONIST FULL TIME



WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and fumes or airborne particles.
2. The noise level in the work environment is usually moderate.
3. Employee is expected to maintain a professional appearance and demeanor at all times. Including times of stress or high activity.

PREFERRED QUALIFICATIONS

1. Experience of 2 years working in a Conference/Convention Center environment.
2. Experience of 2 years working with Hospitality Booking Software, such as but not limited to Ungerboeck, Social Tables, etc.

CONCLUSION

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. This is not an all-inclusive list of responsibilities, duties, and skills required of personnel so classified. Further, this job description is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of any employee under his/her supervision. I understand that employment is at the will of the employer and either the employer or the employee may terminate the employment with or without cause at any time.

I have read and understand this Job Description and confirm that I meet the minimum requirements and can perform the essential duties and responsibilities as listed herein.

Employee Signature:		Date:	
------------------------	--	-------	--