

JOB DESCRIPTION

Administrative Assistant



Facility Name:	CHESAPEAKE CONFERENCE CENTER
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JOB INFORMATION

Job Title:	Administrative Assistant	Department:	Admin
Reports To:	Executive Director	FLSA Status:	Exempt <input type="checkbox"/> Non Exempt <input checked="" type="checkbox"/>
Prepared By:	Deb Malenda	Date Prepared:	02/24/2022
Approved By:	Angela Bohlen	Approved Date:	02/24/2022

SUMMARY

Under the direction of the Executive Director, this position provides administrative support for all levels of staff at the Chesapeake Conference Center. The Administrative Assistant is responsible for assisting in daily office needs and managing and distributing information among necessary internal and external customers.

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

Administrative/Clerical

1. Answers incoming telephone calls, determines purpose of callers and forwards calls to appropriate personnel or department.
2. Answers questions about organization and provides callers with address, directions, and other information.
3. Maintains a professional, friendly, and hospitable presence in all internal and external interactions
4. Provides general clerical and administrative support, performs general administrative functions including photocopying, mail distribution and bulk mailings.
5. Deals with inquiries and requests from internal employees, clients, guests, and public.
6. Assists with various event related duties as needed
7. Data entry into booking software
8. Accepts cash and other payments
9. Prepares letters, reports and other various documents and spreadsheets as needed as directed by Executive Director
10. Maintains cleanliness of general office area and workspace; Ensures conference board rooms are clean before and after all meetings to facilitate positive relations.
11. Assists with upkeep and organization of the admin office storage room.
12. Maintains company confidentiality and proprietary information.
13. Assists Executive Director with all administrative activities, various initiatives and projects, with little direction as requested.
14. Attendance during regularly scheduled hours. Must be available to work occasional evening events including some weekends and holidays as needed.
15. Other duties as assigned.

Marketing

1. Provides venue related customer service by answering inquiries from email and social media that pertain to the venue and events.
2. Keeps track of business on review websites and responds to all reviews within 24 hours.
3. Assist with distribution of marketing materials and the collection of marketing data as needed.
4. Maintains the website calendar.
5. Monitors and posts daily in all social media platforms as directed.
6. Ensures that all upcoming events are listed in all free publications online and in print including other entities like the Chamber, EDAC, CVB, etc.

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SUPERVISORY RESPONSIBILITIES

This position does not have any direct supervisory responsibility.

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 one to three years related experience and/or training; or equivalent combination of education and experience.
2. Experience working in a computer network environment utilizing Microsoft Word and Excel programs. WordPress a plus. Ungerboeck software knowledge a plus.
3. One (1) year prior administrative support experience preferred, preferably in a conference center/hotel/entertainment venue environment

LANGUAGE SKILLS

1. Ability to write reports, business correspondence
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

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; ability to remember previously learned material such as specifics, criteria, techniques, principles, and procedures ; ability to grasp and interpret the meaning of material; ability to use learned material in new and concrete situations; ability to break down material into its component parts so that its organizational structure can be understood; ability to recognize casual relationships, disseminate between behavior mechanisms, and identify elements that are relevant to the validation of a judgment; ability to put parts together to form a new whole or proposed set of operations; ability to relate ideas and formulate hypotheses; ability to judge the value of material for a given purpose on the basis of consistency, logical accuracy, and comparison to standards; ability to appraise judgments involved in the selection of a course of action; ability to identify choices and potential outcomes, determine importance of outcomes, combine information to prioritize options and make decision based on best and most important choice.

CERTIFICATES, LICENSES, REGISTRATIONS

1. None specified for this position.

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.

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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.

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:	
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