

# JOB DESCRIPTION

## ADMINISTRATION I – RECEPTIONIST, SALES & MARKETING COORDINATOR – PART TIME



Facility Name:	<b>VENUWORKS OF CHESAPEAKE LLC, CHESAPEAKE CONFERENCE CENTER</b>
----------------	--

### JOB INFORMATION

Job Title:	Administration I, Receptionist, Sales & MKTG Coordinator – Part Time	Department:	Conference Services
Reports To:	Executive Director	FLSA Status:	Exempt <input type="checkbox"/> Non Exempt <input checked="" type="checkbox"/>
Prepared By:	Deborah Malenda	Date Prepared:	5/20/2024
Approved By:	Donna Cannatella	Approved Date:	5/30/2024

### SUMMARY

The Administrative I, Receptionist, Sales & MKTG Coordinator provides administrative, sales and support the Directors, Sales Team and other staff at the Chesapeake Conference Center and must work well with all department employees. The coordinator will give great attention to detail, coordinating receptionist duties, multiple sales and marketing tasks while maintaining high standards of customer service. This is an hourly paid position of 25 - 28 hours per week and eligible for overtime.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

#### Administrative Receptionist & Clerical

1. Professionally 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. Creates directional signage for daily event patrons that is posted throughout the conference center.
6. Deals with inquiries and requests from internal employees, clients, guests, and public.
7. Assists with various event related duties as needed.
8. Data entry into booking software.
9. Accepts cash and other payments.
10. Prepares letters, reports, Canva generated advertising and signage and other various documents and spreadsheets as needed as directed by Directors and team members.
11. Maintains cleanliness of general office area and workspace; Ensures conference board rooms are clean before and after all meetings to facilitate positive relations.
12. Assists with upkeep and organization of the admin office storage room.
13. Maintains company confidentiality and proprietary information.
14. Assists Directors and Sales Team with all administrative activities, various initiatives, and projects, with little direction as requested.
15. Attendance during regularly scheduled hours. Must be available to work occasional evening events including some weekends and holidays as needed.
16. Other duties as assigned.

**Sales** include the following. Other duties may be assigned.

1. Handle ALL incoming leads from VenuPlan, Website, Email, Wedding platforms, telephone and walk in and accurately populate event information in computer databases, lead sheet and Momentum maintaining up to date lead information.

# **JOB DESCRIPTION**

## **ADMINISTRATION I – RECEPTIONIST, SALES & MARKETING COORDINATOR – PART TIME**



2. As lead catcher for the Sales and Event team, must communicate through email and telephone every lead, accurately listing all information in lead sheet.
3. Greet and assist walk-in clients and guests, with offer sales collateral.
4. Distributes leads as directed by Executive Director or Director of Sales and Marketing.
5. Prepare letters, memos, documents, and emails using word processing, spreadsheet, database or presenting software and reply to emails or requests in a timely, friendly, and efficient manner.
6. Assists Sales and Event team with BEO Reports and scheduling meetings.
7. Maintains regular office hours.

**Marketing** includes the following. Other duties may be assigned.

1. Provides venue related customer service by answering inquires from email and social media platforms that pertain to the venue and events.
2. Assist with distribution of marketing materials and the collection of marketing data as needed to create weekly Constant Contact e-blast.
3. Maintains up to date webinar training on Constant Contact, Canva and other platforms used for Marketing that will be provided.
4. Assist Executive Director and Director of Sales and Marketing in various office correspondence and marketing duties.
5. Reviews all printed materials for menus and signage for quality assurance.
6. Maintains regular office hours.

### **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.

1. A basic knowledge of business management practices and procedures.
2. Ability to compile and maintain records for payroll, personnel scheduling, and event schedule.
3. Knowledge of procedures and requirements of the conference business to ensure good relationships with clients and patrons.
4. Ability to exercise sound judgment and make proper decisions in handling incidents at all types of events.

### **EDUCATION and/or EXPERIENCE**

1. High School Degree and College work in business-related field.
2. Prefer a minimum of three (3) years' experience in hospitality/event management or related field.
3. Other combinations of experience and education that meet these requirements may be substituted.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

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

### **LANGUAGE SKILLS** (at a minimum)

# **JOB DESCRIPTION**

## **ADMINISTRATION I – RECEPTIONIST, SALES & MARKETING COORDINATOR – PART TIME**



1. Ability to speak and understand English.
2. Ability to read and interpret documents such as instructions, policies, and procedures.
3. Ability to write routine reports, business correspondence, and procedure manuals.
4. Ability to deal effectively and courteously with the public.
5. Ability to effectively present information and respond to questions from groups of managers, clients, and customers.

### **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, discriminate 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.

### **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 position.

1. While performing the duties of this job, the employee is regularly required to reach with hands and arms, talk or hear, and taste or smell.
2. The employee frequently is required to stand, walk; sit; and use hands to finger, handle, or feel.
3. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
4. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds.
5. Specific vision abilities required by this job include close vision, distance vision, color vision, and ability to adjust focus.

### **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. While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and risk of electrical shock. 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.

**JOB DESCRIPTION**  
**ADMINISTRATION I – RECEPTIONIST, SALES &**  
**MARKETING COORDINATOR – PART 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:	
------------------------	--	-------	--