



**OUR VISION:**

*To be the acknowledged leader in public assembly venue management in the region*

**OUR MISSION:**

*To enhance the livability and economic vitality of the metropolitan region through sound stewardship, expert management and creative development of the region's public assembly venues*

**OUR VALUES:**

*Respect ~ Excellence ~ Teamwork ~ Innovation ~ Community*

|                              |  |                         |                 |
|------------------------------|--|-------------------------|-----------------|
| <b>Job Title</b>             | Receptionist   | <b>Bargaining Unit</b>  | Non-represented |
| <b>Functional Job Family</b> | Administrative Support   | <b>Classification #</b> | 8010            |
| <b>FLSA</b>                  | <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt   | <b>Salary Grade #</b>   | 211             |
| <b>Position Status</b>       | <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time | <b>Revision Date</b>    | May 2017        |

**Classification Description:**

Greet and assist visitors. Operate multi-line telephone system to answer incoming calls and direct callers to appropriate staff member. Provide general administrative support to various departments.

**Duties and Responsibilities:**

To perform this job successfully, an individual must be able to perform each essential duty and physical demands satisfactorily with or without a reasonable accommodation.

1. Greets visitors, determines nature of business, and announces visitors to appropriate staff.
2. Answers and screens incoming inquiries, via telephone and electronic means; forwards inquiries to appropriate staff member or department.
3. Provides inquirers with general event and facility information.
4. Operates and monitors communication radio by relaying requests and information.
5. Creates internal, daily facility information sheets.
6. Maintains and catalogs lost and found items; locates owners of found items and processes unclaimed items for donation.
7. Opens and closes Administrative Reception office for daily functions.
8. Receives, sorts and routes mail.
9. Programs outside signage systems with current event information.
10. Monitors internal meeting room activities and approves usage requests.
11. Assists Executive Assistant with general administrative duties.

**Secondary Functions:**

1. Other duties which may be necessary or desirable to support the agency's success.

**Supervisory Responsibilities:**

This position has no supervisory responsibility but may provide leadership and guidance to volunteer staff and/or assist with orientation of new members of the work group.

**Education and/or Experience; Certificates, Licenses, and Registrations:**

- High School Diploma or GED, and
- A minimum of one (1) year experience in customer service or general clerical position, or
- An equivalent combination of education, experience and training that would provide the knowledge, skills and abilities required for the successful performance of the essential job duties.

**Necessary Knowledge, Skills and Abilities:**

- Basic knowledge of mail procedures.
- Working knowledge of Microsoft Office programs.
- Operate general office equipment such as a computer, copier, fax machine, calculator and scanner.
- Operate multi-line phone system.
- Establish and maintain effective, cooperative working relationships with those contacted in the course of work.
- Work effectively with information management systems, and adapt quickly to system changes and updates.
- Communicate clearly and concisely, both orally and in writing.
- Work various hours, including evening, weekends, and holidays.

**Physical Demands / Work Environment:**

- Majority of work is completed in a general office environment with exposure to moderate levels of noise in a well-lit, well-ventilated and moderately paced environment.
- Continuously required to read computer screen; hear and/or respond to verbal/audio cues; perform repetitive motions of hands and wrist.
- Frequently required to reach with hands and arms.
- Occasionally required to stoop, bend and kneel; stand and/or walk for extended periods of time; lift, push, pull and/or carry objects up to 10 pounds.



*"MERC believes that each employee makes a significant contribution to our overall success. That contribution should not be limited by the assigned responsibilities. Therefore, this Classification Description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent or MERC, to just the specific work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of our endeavors."*

APPROVED:

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MERC General Manager

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Date

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MERC Human Resources Manager

\_\_\_\_\_

Date