

Job title	<i>Receptionist</i>	FLSA Classification	<i>Non-exempt, Hourly</i>
Reports to	<i>Office Administrator</i>	Date Approved	

Job Purpose

The Receptionist is the first point of contact in the Office or on the phone, mail and email. The position also performs a variety of clerical and administrative tasks supporting the administration of the Expo Center. Under the direction of the Office Administrator, supports all staff as needed. Responsible for confidential and time-sensitive material.

Essential Functions

- Create a welcoming environment, greets visitors, answers inquiries, screens, directs calls, and emails. Maintain accurate records of visitor requests and calls received.
- Act as cashier /perform ticket sales transactions with customers accurately and efficiently.
- Track all ticket returns and refunds.
- Maintain the reception area in a neat and tidy manner.
- File documents including invoices, checks, purchase orders, and departmental documents
- Receive, sort, and distribute the mail
- Assist in preparing monthly board packets
- Operate and maintain general office equipment including computer, copy machine, and fax machine. Make and distribute copies.
- Restock office supplies and report inventory levels
- All other duties as assigned

Qualifications

- 1-2 years of experience in a similar position
- 1-2 years of experience in cash handling
- Excellent verbal and written communication skills and managing relationships
- Excellent interpersonal and customer service skills, phone etiquette
- Proficient in Microsoft Office Suite or related software
- Excellent organizational skills, prioritization, and attention to detail
- Ability to multi-task and work with a large number of customers
- Basic understanding of clerical procedures and systems such as recordkeeping and filing
- Ability to work independently
- Flexibility to work days, evenings, and weekends
- Ability to read and comply with directions in English text such as printed departmental procedures, and Safety Data Sheets.

Job Description – Receptionist

- Ability to understand directions verbally English; Bilingual English/Spanish a plus
- Have a valid Texas Class C driver's license

Working Conditions

This job is performed primarily in an office environment Monday through Friday, however, support of events may require regular evening and weekend work. This position requires occasional periods of working outside in extreme weather conditions.

Physical Requirements

- Prolonged periods sitting at a desk and working on a computer
- Occasionally lift up to 15 pounds at times

Approved by:	
Date approved:	
Date of Previous Review:	

Ideally, a job description should be reviewed annually and updated as often as necessary.