

# JOB DESCRIPTION

**Job Title:**

Seasonal Administrative Specialist/Receptionist

**Reports To:**

Chief Operating Officer (COO) & Executive Assistant

**Classification:**

Temporary, non-exempt, hourly, April through mid-June

**Primary Purpose:**

This position assists the Foundation in general office administrative-related projects, as well as working at the front desk and assisting with the professional management of reception area, telephone, and office contacts to the Foundation. There are special event projects that this role will also help support, such as the VIP Fireworks party and the Spring Board Meeting.

**Primary Duties and Responsibilities:**

The Customer Service Specialist/Receptionist will be responsible for assisting the Executive Assistant with administrative projects related to limited merchandise sales, processing/recording payments, paperwork filing, copying, printing and scanning, managing RSVP lists, and other duties as assigned.

This position will also include projects relating to the outer office/front desk, including the professional reception of telephone and office contacts to the Foundation. Work involves heavy telephone communication from the general public— this position will require an individual to familiarize themselves with all festival event details/schedules/cost/hours of operation, etc. and be able to communicate such information with professionalism and patience, over the phone, or to in-person contacts in the office. Much of the work is performed using a VoIP Shoretel phone system and a Microsoft computer utilizing Outlook. Other duties to include: Directing calls, recording and delivering messages and other information as necessary to festival staff, assist in processing incoming mail; assist in maintenance of the office kitchen, assist with upkeeping the office supply inventory, troubleshooting printers/other office machinery.

**Skills Required:**

Strong organizational skills, flexibility, ability to multi-task. Must be able to handle incoming telephone calls with a consistently pleasant demeanor, route telephone calls efficiently and effectively as required. An effective staff member in this role must be able to keep up with a quick-paced office environment including the ability to track the schedules of staff and their responsibilities in order to direct calls in the most efficient way; exhibit good public relations, customer service skills; have the ability to prioritize responsibilities; display effective receptionist techniques; should be proficient with Windows operating systems and Microsoft Office Word and Excel; should be able to compose business email messages and professional responses to inquiries; must be able to work with confidentiality and confidence.

**Experience Required:**

Previous office administrative assistant experience in a professional environment is a must. This position should be able to sit for extended periods of time (up to 4 hours) and should be able to type a minimum of 50-words-per-minute.

**Work Environment:**

This position will be stationed at the main front desk. Some on site event work may be required, although normal work will constitute being indoors at a desk.

*The Portland Rose Festival Foundation is an Equal Opportunity Employer.  
This job description is not an employment agreement or contract. Management  
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