

PORTLAND ROSE FESTIVAL FOUNDATION JOB DESCRIPTION



Job Title: Seasonal Administrative Assistant/Receptionist
Reports To: Chief Executive Officer (CEO)
Supervisor: Office Manager/Executive Assistant
Classification: Seasonal, non-exempt (April through mid-June)
Compensation: Hourly wage \$21.00

Primary Purpose:

This position assists Foundation staff in general office administrative-related projects, and presents a welcoming, helpful, and professional attitude at the front desk as the first point of contact in our reception area for office visitors and incoming phone calls. The person in this role may be assigned to help support some special event projects as needed.

Primary Duties and Responsibilities:

The Seasonal Administrative Assistant/Receptionist will be responsible for assisting the Office Manager/Executive Assistant with administrative projects including, but not limited to: merchandise sales, processing/recording payments, paperwork filing, copying, printing and scanning, managing RSVP lists, and other duties as assigned.

The person in this position will be assigned projects requiring a high level of customer service, as they interact with members of the public at the primary hub of our office, the front desk. Work involves heavy telephone communication with the general public— requiring quick familiarization (via resources provided) with festival event details/schedules/cost/hours of operation, etc. and the ability to communicate such information with professionalism and patience, over the phone, or to in-person contacts in the office. Most work will be done on a desktop computer answering and transferring calls via the Zoom Phone system, utilizing Microsoft Office suite including MS Word, Excel, and Outlook. Other duties include but are not limited to: recording and delivering messages and other information as necessary to festival staff; utilizing online technology for projects including managing RSVP lists through Green Envelope; assist in processing incoming mail; assist in maintenance of the office kitchen, assist with upkeep of the office supply inventory, troubleshooting Zoom phone system, printers, and other office equipment.

Skills Required:

Strong organizational skills, flexibility, ability to multi-task. Must be comfortable working with online technology, and willing to listen and follow instructions in a sometimes- hectic environment. Must be able to handle incoming telephone calls and in-person guests 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 (in MS Outlook) and their responsibilities in order to direct calls in the most efficient way; demonstrate good public relations & customer service skills; be flexible regarding work assignments, responding to changing demands and priorities; be proficient with Windows operating systems and Microsoft Office Word and Excel; be able to compose business email messages and professional responses to inquiries; be able to maintain effective working relationships with staff, board and volunteers, projecting a positive attitude and working with confidentiality and confidence.

Experience Required:

Previous customer service experiences a must, administrative assistant experience in a professional office environment is preferred. The person in this position should have the ability to sit for extended periods of time (up to 4 hours) and be able to type a minimum of 50-words-per-minute.

Work Environment:

This is an in-person job working in a downtown Portland office with a secured entry system at the front door, with primary work station located 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 has the exclusive right to alter this job description at any time without notice.