



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

Job Title	Event Receptionist	Bargaining Unit	AFSCME 3580
Classification Title	Administrative Specialist I		
Functional Job Family	Events	Classification #	8030
FLSA	<input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Non-Exempt	Salary Grade #	210
Position Status	<input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time	Revision Date	May 2007, January 13, 2020

Classification Description

Provide general clerical support during events. Assigned duties may include: answer incoming calls, provide updated event information to patrons and staff, and perform other general clerical tasks.

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. Answers phones, responds to inquiries and communicates with staff via radio; refers calls to other phone numbers when necessary.
2. Provides basic administrative support, such as making copies, sending faxes, data entry tasks, filing, and proofreading routine correspondence.
3. Compiles and prepares informational packets, such as sales packets that consist of information regarding the facility for visitors and potential clients.
4. Receives and logs lost and found items.

Secondary Functions

1. During emergency, communicates with 911 personnel.
2. Informs staff about changes for ongoing and future events.
3. 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

- A minimum of six (6) months of experience in customer service or reception and
- A High school diploma or GED, 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.

Knowledge, Skills and Abilities

- General office equipment computers and multi-line telephone systems
- Operate general office equipment and hand-held radios
- Work accurately in time-sensitive settings
- Interact effectively with diverse groups of promoters, clients, vendors, contractors and the public and remain calm, professional, and polite even with dealing in difficult situations with others
- Focus and maintain a calm demeanor in a high-paced environment
- Establish and maintain effective, cooperative working relationships with those contacted in the course of work
- Communicate clearly and concisely, both orally and in writing
- Work various hours, including evenings, weekends and holidays

Physical Demands / Work Environment

- Continuously required to sit for extended periods of time; hear and/or respond to verbal/audio cues; see and/or respond to visual cues.
- Frequently required to reach with hands and arms and read computer screens.
- Occasionally required to stoop, bend and kneel; stand and/or walk for extended periods of time; perform repetitive motions of hands and wrist.
- Rarely lift, push, pull and/or carry objects up to 10 pounds; exposed to outside weather condition; extreme cold and/or heat.

“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:

MERC General Manager

Date

MERC Human Resources Manager

Date