



JOB DESCRIPTION

Job Title:

Seasonal Receptionist

Reports To:

Associate Executive Director

Classification:

Seasonal long-term hourly non-exempt, approximately February through June

Primary Purpose:

This position assists the Foundation in the professional management of reception area, telephone, and office contacts to the Foundation.

Primary Duties and Responsibilities:

The qualified candidate is customer service oriented and works well in a team environment and independently. The Receptionist will be responsible for the professional reception of telephone and office contacts to the Foundation, and will conduct themselves as a representative of the Foundation. Work involves seasonally heavy telephone and in-person contacts from the general public and Foundation business relationships. Work is performed using an automated multi-line telephone system, telephone mailbox system, call transfer system and similar equipment. Receptionist will maintain a thorough working knowledge of Foundation programs and events as well as popular civic attractions to accurately and effectively answer routine public inquiries. Receptionist will maintain working relationships and lines of communication to coordinate and exchange information with other generally accepted civic information centers. Receptionist will refer detailed or specific policy questions to appropriate Foundation managers and measure public reaction and input to Foundation programs and events. Receptionist will report public comments to Foundation managers.

Receptionist will also ensure accurate recording and delivery of messages and other information; process incoming mail, including opening and recording incoming checks, and prepare outgoing mail; assist in maintenance of the office supply inventory; schedule and confirm meetings and records RSVP's.

Receptionist will assist the Finance Department with the following duties:

- Circulate AP invoices to the respective department heads and keep track of the invoices by entering them in an Excel file.
- Enter accounts payable invoices in accounting system.
- Enter cash/check received in the check log and also make copies for deposit by the Administrative Assistant.
- Distribute and mail signed checks.

- Assist Staff Accountant with the Forecast process done before the Festival, including assisting the Finance team with data entry and updating the Foundation's budget with 2009 final year end numbers.
- Upon request of the Staff Accountant, run internal credit card transactions.

Regular attendance and promptness are required. Receptionist must be present to cover phones during busy times of day, roughly 8 am to 5 pm.

Other Duties and Responsibilities:

Receptionist will be involved with the merchandise program by processing incoming orders via web, e-mail, phone, and walk-in. Other duties as assigned.

Supervisory Responsibilities:

None

Skills Required:

Receptionist will have the ability to handle a large number of incoming calls with a consistently pleasant voice and demeanor. 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 and marketing skills. Ability to multi-task and prioritize responsibilities. Effective receptionist techniques including **strong telephone skills**. Receptionist must be proficient with Windows operating systems and Microsoft Office Word and Excel.

Experience Required:

Must have previous multi-line phone experience in a professional environment.

Education Required:

High School or GED equivalent

Interpersonal Skills:

Ability to maintain effective working relationships with staff, directors and volunteers; present a pleasing and helpful attitude to the public; communicate effectively through oral and written means; respond quickly to changing environments and needs; effectively coordinate Foundation assigned tasks; work on a variety of projects at the same time with the flexibility to change tasks as priorities require.

Work Environment:

Receptionist will be stationed at the front desk and will have the opportunity to help keep the area clean and organized. This position will normally remain indoors during regular working hours.

Essential Functions:

Candidate must be able to sit for extended periods of time (up to 4 hours). Must be able to type a minimum of 50 words per minute.

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.