

RECEPTIONIST/ ADMINISTRATIVE ASSISTANT

Under general direction, the Receptionist/ Administrative Assistant works in the front office reception area of the Construction Authority answering the phone, greeting and assisting visitors, giving general information, and serving as host or hostess for conference room meetings. This position also performs routine clerical and/or typing/word processing duties in accordance with specific instructions for established work procedures requiring limited decision-making.

TYPICAL TASKS/ DUTIES

- Deliver oral and written messages.
- Maintain routine clerical records, logs and data entry (Access and Excel); compile routine reports.
- Operate a variety of office equipment.
- Order office supplies and catering items.
- Order and pick up food items for selected meetings.
- Manage the calendar for internal use of conference rooms.
- Maintain the order and cleanliness of the reception area, lobby, conference rooms, and food handling materials.
- Photocopy, sort and file documents.
- Finish document processing by typing and applying labels, etc.
- Mail, fax and distribute documents and other materials to internal and external parties.
- Contact vendors, consultants and other external parties to request or disseminate information.
- Follow all policies and procedures.
- Conduct miscellaneous projects as assigned.

KNOWLEDGE, SKILLS AND ABILITIES

To successfully perform the typical tasks and duties of the position, the knowledge, skills, and/or abilities listed below are required:

- Demonstrate skill in filing, record-keeping and maintaining databases.
- Ability to operate telephone equipment.
- Knowledge of office telephone and greeting etiquette.
- Demonstrate skill in reading, spelling and simple arithmetic and ability to follow oral and written instructions.

- Demonstrate customer service and interpersonal skills.
- PC computer knowledge (including experience with Microsoft Word, Excel, and Access).
- Prior experience answering phones, filing, using office machines (keyboard, photocopier, fax machines, shredders, and calculator).
- Ability to handle several tasks concurrently.
- Ability to work with and support various staff members.
- Ability to maintain a pleasant demeanor and attitude at all times with all internal and external parties.
- Ability to remain professional at all times.
- Posses a valid driver's license

EDUCATION AND EXPERIENCE

This position requires two years of office/clerical experience; OR, any equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by and employee to successfully perform this job.

While performing the duties pertaining to this position, you will be regularly required to make use of close vision to read reports, summaries, digests and other documents; to have a range of motion sufficient to push, pull and place books, binders and other materials on level surfaces. Upon greeting visitors, either in person or on the phone, the receptionist employs eye contact and voice modulation and projection to convey or underscore points of information.

WORK ENVIRONMENT

The work environment described here is representative of those an employee encounters while performing this job.

The incumbent typically works indoors in an air-conditioned office, with a mixture of natural, incandescent and fluorescent light. Typical noise levels are muted by acoustic ceilings, carpets, and sound-deadening wall panels.