

Job Title: Receptionist / Administrative Assistant
Department: Business & Finance Department
Department Leader: Business & Finance Director

rev. 3/08

Personnel Classification: Administrative / Part time Seasonal / Non-Exempt
Position Pay Range: Hourly \$8.00 – \$9.50

Position Summary: The Receptionist / Administrative Assistant position is one of utmost importance as the director of first impressions to all visitors that visit the Zoo. This person must be enthusiastic, optimistic, sometimes goofy, and an overall team player. The position requires accuracy to detail and follow through at all times.

Principal Duties:

- Receptionist
 - Answer phones, route calls and messages to appropriate persons
 - Director of first impressions to all visitors – must create a remarkable guest experience
- Sort and open daily mail
- Secure all income received via mail, phone payments, and walk-ins
 - Document and prepare deposit appropriating funds to proper departments. Provide documentation to each department as needed
 - Prepare deposit report for accounting department
 - Submit credit card transactions to accounting department
- Membership database
 - Enter renewal and new membership info into system
 - Prepare and mail membership cards
 - Prepare daily and monthly reconciliations to Accounting department
 - Offer Membership client support via phone, emails, & walk-ins
 - Offer suggestions to Membership Director of observations and improvements needed
- State Memberships
 - Reconcile monthly
 - Track missing clients and payments
- Maintain, manage, and keep secure office supplies inventory
 - Allocate and complete inter-office transfer for supply costs, as needed, to appropriate department
- Maintain office supply room equipment - call for service when needed
 - Check daily supplies (load paper and order as needed)
- Maintain conference and coffee bar area
 - Order/obtain supplies as needed
 - Setup up for meetings when requested
- Provide Executive Director and other team leaders support as needed
- Other duties as deemed necessary to be effective in above listed duties

Required Qualifications

- High School Diploma
- Minimum 2 years experience in a professional office setting or customer service
- Knowledge of Microsoft Office Products; Excel and Word
- Excellent communications skills. Strong organizational skills
- Demonstrated ability to work independently and with little supervision