



Opening Date: 2/12/2020
Closing Date: Open Until Filled

Vacancy Announcement #36-20 Customer Care Associate – Casual

Casual Definition - On call employee used on an as-needed basis

SALARY: NEGOTIABLE

DC Residents Preferred

EVENTS DC

Engage, Excite, Entertain.

Events DC is the face of conventions, sports, entertainment and cultural events within our nation's capital. As the official convention and sports authority for the District of Columbia, Events DC leverages the beauty, history and diversity of the most powerful city in the world to attract and promote an extensive variety of events, resulting in amazing experiences for residents and visitors alike, and generating economic and community benefits for the city.

Our success comes by focusing on divisions that reflect three lines of business: Conventions and Meetings, Sports and Entertainment, and Special Events, where we make a range of strategic investments in the region's marquee sports, entertainment and cultural properties. Each division is driven by the desire to bring stellar events to Washington, DC by providing superior customer service to our clients and visitors.

SUMMARY DESCRIPTION

The candidate provides professional customer service, which includes greeting visitors to the Washington Convention and Sports Authority's executive offices and answering general telephone calls along with providing main switchboard relief coverage as required. The Candidate must be familiar with the environs of the Walter E. Washington Center in particular and the Authority's operations in general and must keep abreast of current and future events in order to convey information to visitors and callers. The Candidate also serves in a backup capacity as an Administrative Aide and performs other office and support functions when required. Work is performed under general supervision, but the candidate reports directly to the Deputy Chief of Staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment.

EXAMPLES OF WORK ASSIGNED

- Answers telephone promptly and courteously and directs callers to the proper person.
- Takes and accurately records telephone messages and communicates same to proper departments or individuals in a timely manner.
- Keeps abreast of current and future events scheduled at the Authority's venues (including the Convention Center, RFK Memorial Stadium and the DC Armory) via the Authority's booking system (eBook) and event resumes. Conveys this information to callers and visitors.
- Provides callers with travel directions to the Authority's venues.

- Greets visitors to the administrative offices in a pleasant and professional manner.
- Sorts and distributes incoming mail.
- Photocopies documents and performs other related office functions when required.
- Serves in a backup capacity as an Administrative Aide and provides relief to administrative support staff as required.
- Performs a variety of related tasks and duties as assigned.

SKILLS, KNOWLEDGE AND ABILITIES

- Ability to operate a sophisticated telephone switchboard.
- Ability to use two-way radios to receive and communicate information to staff and customers.
- Excellent interpersonal and communication skills.
- Knowledge of correct use of the English language and proper grammar.
- Ability to relate effectively with all levels of staff and the general public.
- Ability to express ideas and convey information effectively, both orally and in writing.
- Ability to read and write instructions, directions, letters, memos, and other written materials.
- Is punctual, presents a pleasant, neat, and professional appearance, and exercises sound judgment.

CORE COMPETENCIES (ADMINISTRATIVE)

- Job Knowledge and Technical Expertise
- Oral & Written Communication
- Attention to Detail
- Planning and Organizing
- Initiative

MINIMUM QUALIFICATIONS

- High School Diploma or equivalent; AND
- One (1) year of experience in a professional office setting. Hospitality industry experience desirable.

REQUIREMENT

- All positions require candidates to successfully complete our background screening process.

In an effort to protect our environment from paper waste all candidates must apply on-line on our website:

<http://careers.wcsa.com/employment/application.aspx>

Computers are available in the Labor and Contractor Office (Access Control) at 1116 7th Street NW
Monday – Tuesday and Friday – 7:00 a.m. – 11a.m.
Wednesday and Thursday – 8:30 a.m. – 3:00 p.m.

**Washington Convention & Sports Authority T/A Events DC
Human Resources Department
801 Mount Vernon Place, NW
Washington, DC 20001**

All candidates will be considered without regard to race, color, religion, sex, age, national origin, marital status, disability or sexual orientation.