



Opening Date: 4/10/19
Closing Date: Open Until Filled

Vacancy Announcement #43-19 Administrative Receptionist

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

This position is responsible for providing professional customer service and administrative support, which includes greeting visitors to the administrative offices and answering telephone calls received on the Events DC main switchboards. These duties require the incumbent to become familiar with the various aspects and operations of the Sports and Entertainment Division of the Washington Convention & Sports Authority T/A Events DC. Additionally, the incumbent must keep abreast of current and future events in order to convey requested information to visitors, vendors and callers. The Administrative Receptionist reports directly to the Special Assistant, Sports and Entertainment Division.

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 logical.

- Answers telephone promptly and courteously and directs caller to proper person/department.
- 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 by SED, and conveys this information to callers and visitors.
- Greets visitors to the administrative offices in a pleasant and professional manner.
- Provides administrative and clerical services (including making travel arrangements, preparing expense reports, scheduling, etc.).

- Manages the incoming and outgoing mail/delivery process Events DC. Sorts and distributes incoming mail and packages in a timely manner.
- Photocopies documents and performs other related office functions when required (Events DC only).
- Orders all supplies and maintains an up-to-date log of regularly ordered items for the SED shared workspace and break room, and maintains organization of these areas.
- Contacts appropriate vendors and serves as the point of contact for maintenance of SED office equipment.
- Communicates information that impacts all office personnel in a timely manner and in accordance with chain of command protocols.
- Performs a variety of related tasks and duties as assigned.

SKILLS, KNOWLEDGE AND ABILITIES

- Excellent command of the English language and able to communicate clearly both orally and in writing.
- Ability to operate a sophisticated telephone communications system.
- Ability to relate effectively with all levels of staff and the general public.
- Excellent organizational skills.
- Strong customer service orientation.
- Highly motivated and proactive, with the ability to work independently.
- Proficiency with Microsoft Office, computer literacy and the ability to use the internet as a research tool.

ADA ESSENTIAL FUNCTIONS

- Ability to read instructions, directions, letters, memos and other written materials.
- Ability to converse orally and utilize standard telephones and two-way radios to receive and communicate information with staff and clients.

MINIMUM QUALIFICATIONS

- Associate's Degree or equivalent experience.
- Three (3) years experience in office services, preferably in a similar position.
- Proficient in Microsoft Office Suite.

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.