



Opening Date: 08/15/2017
Closing Date: Open Until Filled

Vacancy Announcement #49-17 Administrative Receptionist

SALARY: NEGOTIABLE

DC Residents Preferred

SUMMARY DESCRIPTION

This position is responsible for providing professional customer service and office management support, which includes greeting visitors to the RFK Stadium administrative offices; answering telephone calls received on the Events DC and DC United main phone lines; and ensuring that supplies are continuously stocked and inventoried. 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, as well as those of DC United. Additionally, the incumbent must keep abreast of current and future events to convey information clearly and accurately to visitors, vendors, and callers. The incumbent should exhibit good judgement regarding decision-making and problem-solving, including obtaining direction/informing appropriate parties before/after taking any given course of action. The incumbent must demonstrate punctuality and be able to consistently adhere to core work hours. This position is essential to ensuring consistent office functions. The Administrative Receptionist reports directly to the Special Assistant and Administrative Operations Manager of the 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 callers to proper person/department.
- Updates automated phone greetings and announcements to reflect current information.
- Takes and accurately records telephone messages and disseminate to proper departments or individuals in a timely manner.
- Keeps abreast of current and future events scheduled by SED and DC United, and conveys this information to callers and visitors.
- Continuously updates informational resources to ensure current information including phone/contact lists, event information references, and internal shared calendars.
- Provides callers with general information about RFK Stadium and SED/DC United events.
- Greets visitors to the administrative offices in a pleasant and professional manner.
- Manages the incoming and outgoing mail/delivery process for both Events DC and DC United. 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 inventory of regularly ordered items for the SED shared workspace and break room, and maintains organization of these areas.
- Manages the calendar for RFK meeting room reservations for both Events DC and DC United.
- Contacts appropriate vendors and serves as the point of contact for maintenance of SED office equipment and other office management services.
- Communicates information that impacts all office personnel in a timely manner and in accordance with chain of command protocols.
- Submit request forms for employee badge renewals monthly.
- Performs a variety of administrative/clerical related tasks and duties as assigned.



SKILLS, KNOWLEDGE AND ABILITIES

- Previous reception and/or office management experience preferred.
- Knowledge of business communications practices, including appropriate communication channels respective to what and with whom one is communicating, and business communication formatting (e.g., standard form letters, memos, and email etiquette).
- Ability to operate multi-line telephone systems.
- Ability to manage large volumes of information and continuously update resources and references. Adept at communicating information professionally and concisely in a fast-paced environment.
- Ability to relate effectively with all levels of staff and the public. Skilled at developing relationships that will enhance ability to function effectively in the role.
- Excellent organizational skills. Ability to maintain organized filing systems, supply storage areas, and common work areas.
- Strong customer service orientation—internally and externally. Must be adept at closing the loop and ensuring that all pertinent parties remain informed of task/project status.
- Highly motivated and proactive with the ability to work independently.
- Proficiency with Microsoft Office and the ability to use the internet as a research tool.
- Stays abreast of best business practices regarding customer service, reception, and related functions.

ADA ESSENTIAL FUNCTIONS

- Excellent command of the English language and able to communicate clearly both orally and in writing.
- Ability to read instructions, directions, letters, memos, and other written materials.

CORE COMPETENCIES (ADMINISTRATIVE)

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

MINIMUM QUALIFICATIONS

- Associate's Degree or equivalent experience.
- Three (3) years of experience in an office setting.
- Advanced proficiency in Microsoft Office programs, specifically Outlook, Word, and Excel.
- Impeccable grammar and spelling—communications with minimal errors.

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 Human Resources' lobby for on-line application purposes

Mondays-Fridays, 8:30am to 5:30pm.

Washington Convention & Sports Authority

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.