



ORGANIZATION: City of Lincoln City
JOB TITLE: Explore Lincoln City Administrative Assistant
FLSA STATUS: Non-Exempt, Grade 6
UNION: AFSCME
UPDATED: September 2018

PURPOSE OF POSITION: Perform a variety of administrative tasks in support of Explore Lincoln City.

ESSENTIAL JOB FUNCTIONS:

Provide a friendly and knowledgeable front desk reception for Explore Lincoln City. Use excellent customer service skills and good judgment when answering telephone and greeting visitors. Respond to inquiries and provide information to the public regarding current and future activities and events in the City or refer to appropriate staff. Take messages as appropriate and document inquiry sources.

Perform various administrative and general office tasks, e.g., photocopying, maintaining filing system, preparing regular and bulk mail, typing, reception, maintaining postage meter, creating mailing labels from electronic files, data entry, stuffing envelopes and welcome bags, running errands as requested (e.g post office for trays and sleeves), receiving/distributing packages through UPS and maintain office order and cleanliness by dusting, vacuuming, emptying trash and other light tasks. This also includes managing leads, such as from TOOLS and OCVA as well as other publications, receiving various payments from the public and provide payment and receipts to Executive Assistant to VCB Director, checking in and registering glass floats and tracking and reporting volunteer hours.

Maintain and update inventory of information and obtain information for use by visitors and general public, including area attractions, restaurants, events, etc. Fulfill all brochure requests from local businesses. Maintain an inventory of the print collateral (postcards, rackcards, brochures) and report needed items to the Executive Assistant to Explore Lincoln City Director.

Create, update, and maintain databases and spreadsheets for department record keeping and event budgets. Prepare statistical reports, studies and surveys as needed to support VCB programs and activities.

Ensure offices are open to the general public during office hours and secured during non-office hours. Ensure coverage for reception during breaks and when performing duties that require time out of office.

Provide assistance to Marketing & Events Coordinator as needed. Help staff Trade Shows as needed.

Maintain professional, respectful, productive and cooperative working relationships with City staff, other organizations and the general public.

THIS DESCRIPTION COVERS THE MOST SIGNIFICANT ESSENTIAL AND AUXILIARY DUTIES PERFORMED BY THE POSITION, BUT DOES NOT INCLUDE OTHER OCCASIONAL WORK, WHICH MAY BE SIMILAR, RELATED TO, OR A LOGICAL ASSIGNMENT FOR THE POSITION.

Follow all safety rules and procedures for work areas. Correct and/or report unsafe conditions to appropriate personnel.

Drive City owned vehicles.

Other duties as assigned.

AUXILIARY JOB FUNCTIONS: Provide assistance to other staff as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner.

JOB QUALIFICATION REQUIREMENTS:

MANDATORY REQUIREMENTS: High School diploma or equivalent supplemented by additional training and at least one year experience performing reception and administrative duties in an office environment or any satisfactory combination of experience and training that demonstrates the knowledge, skills and abilities to perform the above duties. Knowledge of office practices and procedures, business English, excellent verbal and written communication skills, knowledge of administrative practices, research methods, basic bookkeeping and experience applying that knowledge effectively. Intermediate computer skills with experience using MS Office (including Excel) and an aptitude to learn new systems. Previous successful experience with direct public contact, excellent organizational skills, customer service, time management, attention to detail and accuracy are critical to this position.

SPECIAL REQUIREMENTS/LICENSES: Oregon Drivers License with good driving history.

DESIRABLE REQUIREMENTS: Possession of a CPR/First Aid card, previous office experience in a hospitality, municipality, visitor center or tourism environment. Knowledge of visitor/information/convention functions and specific systems used within the department, including Constant Contact and WordPress.

PHYSICAL DEMANDS OF POSITION: While performing the duties of this position, the employee is frequently required to sit (for extended periods viewing a computer monitor and documents or providing reception coverage at the front counter), stand, communicate, reach, bend at the waist and manipulate objects, tools or controls. The position requires mobility and repetitive motions (e.g. processing bulk mail, data entry). It also requires visual acuity sufficient to view a computer screen and printed documents and auditory ability sufficient to hear voice in person and on the phone. Duties involve moving materials weighing up to between 20-30 pounds (e.g. trays of mail) on a regular basis and may infrequently (approximately twice monthly) require moving materials weighing up to 40 pounds (e.g. boxes of brochures). Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, calculator, telephone and standard office equipment.

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WORKING CONDITIONS: Usual office working conditions, primarily located at the front counter to perform reception duties. The noise level in the work area is typical of most office environments with telephones, personal interruptions and background noise. Some exposure to weather, traffic and other elements when performing duties outside the office.

SUPERVISORY RESPONSIBILITIES: Supervision is not a typical function assigned to this position,

SUPERVISION RECEIVED: Works under the general supervision of the Explore Lincoln City Director.