




JOB DESCRIPTION

JOB TITLE: INFORMATION DESK ATTENDANT	
Reports to: OPERATIONS MANAGER	Division: ECONOMIC DEVELOPMENT
Classification: Hourly – Non-Exempt	Department: ED LABOR
Exempt Category: N/A	Approved: 
Effective Date: 2018-JUN-08	Gerard Velazquez, President/CEO

JOB PURPOSE: The Information Desk Attendant is a part-time position that provides general office support by performing a variety of clerical activities and related tasks. He or she answers incoming calls, directs calls to appropriate individuals, and perform additional clerical duties as needed.

ESSENTIAL JOB FUNCTIONS:

- Works Monday through Friday as scheduled
- Work at least 5 hours per week but no more than 29 hours per week
- Adjust work schedule as needed for coverage
- Answers telephones and directs the caller to the appropriate employee, transferring callers to an employee's voice mailbox when the employee is unavailable
- Greets and directs visitors
- Maintains visitor logs and meeting room schedules
- Takes and retrieves messages for various personnel
- Provides callers with information such as company address, directions to the company location, company fax numbers, company website, and other related information
- Helps order, receive, stock, and distribute office supplies
- Helps with related clerical duties such as photocopying, faxing, filing, collating, and any other tasks as requested by the supervisor
- Performs other duties as assigned


KNOWLEDGE, SKILLS AND ABILITIES:

- Strong organizational skills
- Excellent interpersonal and communication skills, both verbal and written
- Must be able to work independently on assigned tasks as well as to accept direction on given assignments
- Must be able to maintain records with an attention to detail, providing needed information as requested
- Strong computer skills, including proficiency with Microsoft Word and Excel, and able to learn customized programs quickly

NOTE: These statements are intended to describe the general nature and level of work involved for this position. It is not an exhaustive list of all responsibilities, duties and skills required for this position.



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- Must be able to make good judgments
- Professional appearance and demeanor
- Must have a willingness to learn and to teach others

SUPERVISORY RESPONSIBILITY: N/A

EDUCATION AND QUALIFICATIONS:

- High school diploma or GED required
- Must be able to read, write, and understand English
- Bilingual in Spanish preferred

LICENSING AND CERTIFICATIONS: N/A

ENVIRONMENTAL AND PHYSICAL DEMANDS:

This position may require all or some of the following: driving, standing, walking, sitting, talking, hearing, seeing, feeling, grasping, climbing, balancing, crouching, crawling, kneeling, reaching with hands or arms, lifting up-to 20-lbs. and exposure to environmental conditions.

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