

**Waterloo Center for the Arts
Front Desk Receptionist Job Description**

Schedule: varies, 8-18 hours per week, primarily evenings & weekends
Rate: \$8.50/hour

General Statement of Duties

Performs receptionist/secretarial tasks for the Waterloo Center for the Arts. This position is supervised by the Facilities Services Manager. This is a part-time position.

Examples of Tasks and Responsibilities

These functions are considered essential for successful performances in this job classification.

- Answer incoming telephone calls on a multi-line system and provide information based on knowledge of department programs and services, policies, regulations, and procedures. Direct questions to proper staff person when answer is unknown.
- Greet general public and direct persons to correct destination.
- Accept/process registrations and payments for programs and services.
- Operate a desktop computer, calculator, multi-line phone, POS system, credit card/check processor, and printer/scanner.
- Handle incoming and outgoing correspondence and mail, certified materials and bulk mailings.
- Utilize security camera systems to monitor visitor access and safe/appropriate behavior in galleries and throughout the facility.

Required Knowledge & Abilities

- Basic knowledge of secretarial functions, terminology, general office procedures and equipment.
- Must have basic computer skills.
- Ability to interact politely and professionally with the public and other staff, and answer questions in person and over the telephone in a clear, concise, and understandable manner.
- Ability to prioritize and produce quality work within strict time limits and handle multiple tasks at once.
- Ability to work with people from various social, economic, racial, ethnic, and educational backgrounds.
- Ability to communicate effectively and maintain working relationships with other city employees, supervisors, and members of the public.
- Ability to work independently with limited supervision

Acceptable Experience & Training

- On-the-job training will be provided

Physical Abilities

- Sufficient speech and hearing that allows for employee to respond to questions and communicate with coworkers and public, in person or over the phone.
- Sufficient mobility that permits movement throughout the facility.
- Sufficient vision and manual dexterity that permits the employee to operate a personal computer, handle files, and perform other secretarial duties.

Miscellaneous

- Any applicant will be required to complete a written application, an oral interview and provide references in order to be considered for employment.

To obtain an application form, please go to the main desk at the Waterloo Center for the Arts, 225 Commercial Street, Waterloo, Iowa any time when the building is open including weekends.

- A background check including employment and criminal history will be conducted by the City of Waterloo, on any applicant being considered for this position.

A.A./E.E.O.