

# Washington **STATE FAIR**

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## **Receptionist/Administrative Assistant**

This position is full time and will be a regular year-round team member

Submit Cover Letter with Resume to [debbie@thefair.com](mailto:debbie@thefair.com)

### **Summary**

This position will be responsible for greeting and checking in guests at the main lobby and answering incoming calls to the switchboard. Performs administrative and oversight duties including RV reservations, administrative duties for the Facility Rental department, providing excellent customer service and resolving guest concerns and issues, answering emails, distributing mail and other office duties as assigned by the department manager. This position will work directly with part time and seasonal receptionist assistants and provide direct oversight of the Reception area.

### **Essential Duties & Responsibilities**

- Answer and direct telephone calls from the main switchboard number. Greet, check in and announce guests to the Administration office. Respond to General Fair email inquiries.
- Receive and distribute mail and deliveries to the office.
- Oversee the Fair RV Lot including taking reservations, collecting and receipting payments, maintaining RV Lot Sales data, working and communicating with RV Lot hosts and paid staff. Understand, communicate and administer WA State Fair policies and procedures as related to the RV Lot.
- Invoice, Receipt and post Facility Rental deposits and payments to the appropriate accounts in the "Event Management" Database.
- Oversee lost and found items and take appropriate actions to return items to owner or discard.
- Oversee Office supply inventory, place orders for staff and prepare year-end inventory
- Assist customers with Facility Rental inquiries and help maintain event calendars on Website.
- Answer questions and help resolve customer service issues or escalate as needed.
- General administrative duties and special projects as assigned by the department manager

### **Qualifications:**

Must possess a working knowledge of Microsoft Business Suite Software including word, excel and outlook. Must be motivated and capable of learning additional software programs such as ticketing system and event management software.

Organized and efficient. Work independently and ability to prioritize tasks effectively to meet goals and expectations. Excellent Customer Service skills and ability to effectively interact with customers.

High degree of integrity and dependability

Ability to communicate effectively with other internal departments and outside resources

Excellent writing skills with the ability to write professional correspondence.

General office support and duties as may be assigned

### **Education & Experience**

Two years of college coursework or equivalent office experience; or equivalent combination of education and experience. Must have general knowledge and experience in general office techniques.

**Work Environment**

Primarily indoors in a typical office setting with usual office working conditions

Work will be scheduled primarily during the business day, Monday-Friday but will require occasional weekend work, including late and extra hours during the Washington State Fair, Spring Fair and other major events.

**Physical Demands**

Position requires employee to sit, use hands and fingers and move about indoors and outdoors; occasionally to reach at shoulder height and below, lift up to 25 pounds, bend, twist and turn. The employee must have good vision and be able to talk and hear.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Language Ability**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence.

**Math Ability**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.

**Reasoning Ability**

Ability to solve practical problems and deal with a variety of variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills**

To perform this job successfully, an individual should possess excellent knowledge of Microsoft Office Suite and capable and comfortable learning new programs.

**Supervisory Responsibilities**

Oversees Fair time Receptionist/Switchboard Operators and part time year assistants. Works with RV Lot hosts. Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws.