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| **Job Description**  |
| **Job Title:** Receptionist | **Department:** Administration |
| **FTE:** Full-Time  | **Reports To:**  Mark Brown, Director of Finance |
| **Exemption Status:** Non-Exempt  | **Revision Date**: 07/05/2023 |

**PURPOSE OF POSITION**

The receptionist serves as the Ports front-desk associate and is the first point of contact with the Port for visitors and customers. The receptionist is responsible for several administrative support duties that keep the office running efficiently and is a back-up for the Accounts Receivable and Accounts Payable staff. Receptionists greet visitors, handle incoming and outgoing correspondence, maintain files and records, perform data entry, keep the office clean, safe, and organized, and keep office supply inventory fully stocked.

**JOB FUNCTIONS**

1. Customer Service

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| Essential (Y/N) | Duty |
| Y | Greet customers at the front desk in a friendly, energetic, personable, professional, and polite manner. |
| Y | Answers phone calls, screens calls, transfers call to appropriate party, announcing the call to recipient. |
| Y | Open and documentation of postal mail, including recording of any checks received, receiving of packages, and contact the correct parties. |
| Y | Verifies the office lobby is open. |
| Y | Performs data entry, as time allows, this includes any service tickets generated by Operations. |
| Y | Be courteous, friendly, and helpful to guests, managers, and fellow employees at all times. |
| N | Keeps office inventory fully stocked and copier filled with paper. |
| N | Administrative Support for Accounting staff this includes, but is not limited to: |
|  | * Filing Moorage license agreements (electronically or paper form)
* Filing Accounts Payable paperwork
* Filing Staff Accountant’s paperwork
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1. Accounts Receivable/Payable Backup

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| Essential (Y/N) | Duty |
| Y | This position acts as a backup for Accounts Receivable and Accounts Payable activities.* As time allows the person in this position will perform some of the functions of each position in order for them to understand the basic functions of each of the positions.
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1. Performs Other Duties and Special Projects as Required/Assigned

**REQUIRED QUALIFICATIONS**

This position requires training and/or knowledge base equal to a high school education or equivalent.

Must be at least 18 years old.

This position requires previous work experience of between 6 - 18 months in customer service or any equivalent combination of education and experience which demonstrates the knowledge, skills and abilities to perform the essential functions herein described.

Must have basic to intermediate computer skills and know Microsoft Office suite of products.

Must be in a physical condition compatible with job requirements, with or without reasonable accommodation.

**PREFERRED QUALIFICATIONS**

**Applicants for this position possessing one or more of the following knowledge, skills and abilities with receive preferred consideration through the selection process.**

Outgoing and friendly with a gregarious personality and a natural talent for customer service.

Previous experience in the hospitality industry.

Experience with Accounts Receivable or Accounts Payable.

**WORK ENVIRONMENT**

Primarily indoor with occasional outdoor tasks.

Physical demands are limited to the operation of office equipment and lifting office supplies such as file boxes.

Must be able to work effectively despite constant interruption.

**Working Relationships**

Communicates in writing and verbally with all Port staff.

External contacts: Area merchants, general public, moorage and park patrons, Commercial Fisherman, Periodically Law enforcement.

**SUPERVISORY RESPONSIBILITIES**

none

**SUPERVISION RECEIVED**

Director of Finance and Business Services.

**SIGNATURES**

*This document has been reviewed between the Supervisor and the Incumbent. It is understood that this document is intended to describe the most significant essential and auxiliary duties performed by the job/position for illustration purposes, but does not include other occasional work, which may be similar, related to, or a logical assignment for the position. This job/position description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.*

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| Incumbent Name | Incumbent Signature | Date |

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| Supervisor Name | Supervisor Signature | Date |

*The Port of Newport is a diverse community that provides equal opportunity in employment and in its programs and activities. It is the policy of the Port of Newport and its commission that no discrimination or harassment will occur in its employment practices or in any of its educational programs or activities based upon race, color, religion, ethnicity, use of native language, national origin, sex, sexual orientation, marital status, disability, veteran status, age, genetic information, or any other status protected under applicable federal, state, or local laws.*

*The Port of Newport also prohibits retaliation against an individual for engaging in activities protected under this policy and interfering with the rights and privileges granted under anti-discrimination laws.*

*Individuals with questions about equal opportunity and non-discrimination should contact the Director of Finance and Business Services at 541-265-7758.*