



Office Administrator

TITLE: Office Administrator

SUMMARY: Under the general supervision of the Guest Services Manager, the Office Administrator is the first point of contact for all ZPPCC Guests, operating the front desk and providing general administrative support to ZPPCC. The Office Administrator will have a genuine interest in and compassion for the mission of Zephyr Point Presbyterian Conference Center, its growth and expansion, and be familiar with all facets of Zephyr Point organization, programs and facilities to effectively interpret and provide services to guests and staff.

SALARY RANGE: Hourly TBD

STATUS: Full-time

CLASSIFICATION: Non-Exempt

REPORTS TO: Guest Services Manager

DIRECT REPORTS: Varies, none to occasional part-time and seasonal employees and volunteers

QUALIFICATIONS:

- A. High-school diploma and applicable college courses required
- B. Minimum three years office/administrative/guest services experience
- C. Demonstrated and documented ability to work well with other people as a team member
- D. A positive, outgoing personality with ability to project enthusiasm to guests and staff

ESSENTIAL FUNCTIONS OF THIS POSITION:

- A. Maintain a clean, attractive front office and entry to give good first impressions; keep reception area organized and stocked with rental and program information
- B. Greet guests and visitors to the office, ensuring guests are warmly welcomed and connected with the right personnel
- C. Serve as the ZP hub to answer first multi-line phone system, answer general questions and assist with basic needs, refer calls that need additional support to appropriate staff person
- D. Manage office systems and equipment such as the phone systems, fax, copiers
- E. Maintain inventory, ordering and stocking for general office supplies
- F. Manage lost and found
- G. Distribute and track guest evaluations and produce reports; process guest suggestions and complaints (both written and verbal) as received; forward work orders for maintenance repairs; forward suggestions for food service and housekeeping

- H. Assist in the selection, training, scheduling and direction of Front Desk employees and volunteers and oversee overall front desk operations; schedule and manage office volunteers using their time and skills effectively to accomplish the extra volume of seasonal workloads
- I. While primarily a Mon-Fri 8am-5pm position, ability to maintain a flexible schedule, including occasional evenings, weekends and holidays

DUTIES AND RESPONSIBILITIES:

- A. Be familiar with the schedule and information for Zephyr Point sponsored programs; understand how to access guest, group and cabin reservation information; disseminate this information with guests and staff as needed
- B. Be familiar with all Zephyr Point facilities including location, details, floor plans, accessibility, and parking
- C. Be acquainted with Tahoe Basin and maintain up-to-date area tourist information
- D. Utilize registration software (CampWise) to ensure efficient input, reporting and tracking of information; clean duplicate data and keep balances and contact info current
- E. Maintain organized files including contracts, communication records, event notes, etc.
- F. Receive and notify recipients of shipping deliveries
- G. Assist in preparation of bulk mailings
- H. Provide administrative support for Guest Services and Programs departments
- I. Prepare arrival packets, name tags, keys in/out, rosters, schedules, facility locations, materials packets, signage
- J. Prepares for and assists with guest check-in and check-outs
- K. Collect and record payments and assist with contract and payment reminder processes
- L. Assist in the collection, input and distribution of information for guests, groups and conferences
- M. Cross-train for other positions to provide support when needed, e.g. conduct registration for rental groups, individuals, cabin guests and programs

KNOWLEDGE, SKILLS AND ABILITIES

- A. An excellent reputation in administrative and hospitality fields
- B. Keen sense of time and priority management, with ability to meet deadlines. Ability to carry out detailed plans, establish priorities, organize and process heavy volumes of work with strong attention to detail, and maintain good relations when dealing with people ranging in age and interests
- C. Good oral and written communication skills; computer literate including Microsoft Office, data base management skills
- D. Discretion and good judgment on confidential issues and material
- E. Ability to understand and relate well with people
- F. Ability to read, write and speak English well in order to communicate effectively with guests, staff, agencies and donors. Willingness to learn conversational Spanish desirable

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Applicants and incumbents are encouraged to discuss potential accommodations with the employer.

While performing the duties of this job, the employee is regularly required to sit for long periods, use hands to finger, handle or feel, grasp and hold and cut; see, talk, hear, and frequently stand for long periods of time. The employee frequently is required to reach with hands and arms. The employee is occasionally required to twist, stand, walk, climb or balance, stoop, kneel, crouch, or crawl. The employee must frequently walk upstairs and inclines and lift and/or move up to 15 pounds, and infrequently lift and/or carry up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus. The employee is frequently required to walk on unstable grounds and infrequently up to a mile within and around the camp/conference center.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to fumes or airborne particles. The employee is occasionally exposed to moving mechanical parts, toxic or caustic chemicals, outside seasonal weather conditions, and risk of electrical shock. The noise level in the work environment is usually moderate.

Other duties may be assigned. Should such duties become routine, the job description will be reviewed and revised.

Print Name _____ Date _____

Employee Signature _____

Guest Services Manager Signature _____ Date _____

Executive Director Signature _____ Date _____