



Office Administrator

TITLE: Office Administrator

SUMMARY: Under the general supervision of the Director of Guest Services, 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 Range \$19.00 - \$21.00

STATUS: Full-time

CLASSIFICATION: Non-Exempt

REPORTS TO: Director of Guest Services

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' experience in office administration and/or guest services
- 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
- E. An excellent reputation in administrative and hospitality fields
- F. While primarily a Sun-Thu 8am-5pm position, ability to maintain a flexible schedule including occasional evenings, weekends, and holidays

ESSENTIAL FUNCTIONS OF THIS POSITION:

- A. Serve as the ZP hub to manage multi-line phone system and general email inquiries, answer general questions and assist with basic needs, refer requests to appropriate staff person
- B. Maintain a clean, attractive front office; keep reception area organized and stocked
- C. Follow established procedures for opening and closing the office.
- D. Greet guests and visitors to the office, ensuring guests are warmly welcomed and needs are effectively attended to
- E. Prepare check-in materials for upcoming reservations; may include arrival packets, name tags, keys, rosters, schedules, signage, etc.
- F. Process guest suggestions and complaints (both written and verbal); submit work orders for maintenance repairs; forward suggestions for food service and housekeeping
- G. Manage office systems and equipment such as the phone systems, fax, copiers, etc.

- H. Maintain inventory, ordering and stocking for general office supplies to ensure efficient stewardship of ZP resources
- I. Manage lost and found
- J. 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 especially during heavy seasonal workloads

DUTIES AND RESPONSIBILITIES:

- A. Be familiar with all Zephyr Point facilities including location, details, floor plans, parking, etc.
- B. Be familiar with general booking policies, rates, and procedures
- C. Assist in the collection, input, and distribution of information for guests and groups
- D. Be familiar with the schedule and information for Zephyr Point sponsored programs
- E. Be acquainted with the Tahoe Basin and area tourist information
- F. Utilize registration software to ensure efficient input, reporting and tracking of information; clean duplicate data and keep balances and contact info current
- G. Process payments, signed contracts, and other guest forms
- H. Conduct guest check-in and check-out; contact guests late for arrival or departure
- I. Maintain organized files including agreements, communication records, event notes, etc.
- J. Receive and notify recipients of shipping deliveries
- K. Assist in preparation of bulk mailings
- L. Assist with coordination of guest activities, share information, and take reservations
- M. Provide administrative support primarily for Guest Services but also for other departments, ensuring sound cross-departmental communication
- N. Cross-train for other positions to provide support when needed, e.g., conduct registration for rental groups, individuals, cabin guests and programs
- O. Attend all mandatory ZPPCC staff meetings

KNOWLEDGE, SKILLS AND ABILITIES:

- A. Keen sense of time and priority management, with ability to meet deadlines; ability to carry out detailed plans, organize and process heavy volumes of work
- B. Strong attention to detail amongst frequent interruptions
- C. Ability to maintain good relations with people of varying ages, personalities, and interests
- D. Ability to read, write and speak English well to communicate effectively with guests, staff, agencies, and donors; willingness to learn conversational Spanish desirable
- E. Excellent oral and written communication skills; computer literate including Microsoft Office and database management skills
- F. Discretion and good judgment on confidential issues and material
- G. Must have a reliable means of transportation in all seasonal weather conditions

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 infrequently 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 occasionally 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 occasionally required to walk on unstable grounds and up to a mile within and around the property.

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 _____

Director of Guest Services Signature _____ Date _____

Executive Director Signature _____ Date _____