



JOB TITLE: Receptionist / Administrative Assistant
LOCATION: Indiana Convention Center
REPORTS TO: Senior Manager - Sales

POSITION SUMMARY: This position is responsible for greeting clients and visitors, answering a multi line switchboard at the reception desk and providing administrative support to the Marketing department. Accountability is to the Senior Manager - Sales.

DUTIES:

- Greet clients and visitors to the administration area, determine their needs, and route them to the appropriate person as quickly as possible.
- Provide administrative support for the Sales & Marketing department. These responsibilities are not solely clerical in nature, may be project-based, will be varied, and may evolve based on the needs of the department.
- Perform daily function of opening and closing office, including turning reception area TV on and off daily.
- Perform any other functions necessary to keep reception area running smoothly.
- Keep reception area, Board/Conference rooms, and administrative/office area in Break Room clean.
- Schedule Board Room, Conference Rooms, and teleconferences as necessary.
- Answer computerized switchboard and route calls and messages promptly.
- Maintain a professional atmosphere – i.e., no loitering, no personal calls, use handset/headset and not speaker phone to answer switchboard.
- Schedule coverage for switchboard - i.e., breaks, vacations. During weekends, turn phone on “weekend/overnight” status.
- Provide event and basic public information to persons on the telephone and in person.
- Compile sales packets and maintain supply in office for distribution.
- Sort and distribute incoming mail and send, receive and distribute facsimile messages.
- Coordinate maintenance of Office Equipment.
- Assist with maintaining adequate supply of office supplies.
- Act as company historian to maintain scrapbook, photo album and guest comment notebook.
- Other duties as assigned by the Senior Manager – Sales and the Convention Center Director.

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Must have the ability to work with efficiency and composure under stressful conditions and have the ability to interact positively with the public, clients, contractors, and co-workers.

EDUCATION/EXPERIENCE:

High school diploma or general education degree (GED); or a minimum of one to three years of related Receptionist/Administrative experience and/or training or equivalent combination of education and experience.

KNOWLEDGE, CERTIFICATES, LICENSES, REGISTRATIONS:

- Basic computer literacy and relevant software applications.
- High proficiency in Microsoft Suite or comparable software.
- Knowledge of administrative and clerical procedures with proficiency in Business Writing.
- Knowledge of client service principles and practices.

SUPERVISORY RESPONSIBILITIES:

This position has no supervisory.

PHYSICAL DEMANDS and WORK ENVIRONMENT:

Must be comfortable working in a cubicle with limited working space for long hours with the ability to remain seated at the computer terminal for extended periods. Extreme repetitive motion using keyboard, mouse and telephone. Position can occasionally be fast paced. Occasional standing, walking and light lifting with a maximum of 20 pounds. Ability to handle directive, assess situations, enter into dialogue and complete tasks. Requires excellent communication skills.

Individuals interested in applying for this position should submit a resume and cover letter to the Human Resources office no later than Monday, September 17, 2018.

Email: jobs@icclos.com

Address:

**Human Resources
Indiana Convention Center & Lucas Oil Stadium
100 South Capitol Avenue
Indianapolis, IN 46225**