

Position: Receptionist/Office Assistant

Oversee Manager: Finance/Business Manager

Location: Gary, Indiana

Airport: Gary/Chicago International Airport (GYG)

SUMMARY

Under the general supervision of the Business Manager and Administrative Staff, performs general office support with a variety of clerical, secretarial, and administrative activities and related tasks. The receptionist/office assistant will be responsible for answering incoming calls, directing calls to the appropriate associates, mail distribution, flow of correspondence, receiving the public, providing customer service, data processing, and record-keeping.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following:

- Develops and maintains office forms and procedures, and assists with administrative tasks.
- Answers telephones, directs calls accordingly, takes and retrieves messages.
- Greets and directs visitors accordingly.
- Provide general question answers to callers and visitors. (Ex: Company address, fax numbers, company website, and other related information)
- Prepare outgoing mail; receive, sorts, and distribute incoming mail.
- Coordinate the pick-up and delivery of express mail services. (FedEx, UPS, etc.)
- Assists in the ordering, receiving, stocking, and distribution of office supplies.
- Composes, types, and edits correspondence, reports, memoranda, and other material.
- Assist with other related clerical duties such as photocopying, faxing, filing, and collating.
- Maintain a calendar of activities, meetings, and various events for assigned department managers and administrators.
- Operate a variety of office equipment including multi-phone lines, copiers, facsimile, and computer; organize and maintain disk storage and filing.
- Perform all other duties as may be assigned.

Competencies

1. Communication proficiency
2. Ethical Conduct
3. Flexibility
4. Initiative
5. Time Management
6. Provide Confidentiality

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, and fax machines.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed 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.

Ability to perform the duties of this classification to Company standards, which includes, but is not limited to, passing, to the satisfaction of the Company, perform responsible and difficult secretarial work of involving the use of independent judgement and personal initiative. Understand the organization and operation of the Airport and of outside agencies as necessary. Work cooperatively with other departments, city officials, and outside agencies.

EDUCATION and/or EXPERIENCE

Graduation from high school or GED equivalent with specialized course work in general office practices such as typing, filing, accounting, and bookkeeping.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the person is frequently required to sit for extended periods of time, stand, walk; use hands to finger, handle or feel, and reach with hands and arms, and operate assigned equipment. Must be able to maintain effective audio-visual discrimination and perception needed for: making observations, communicating with others, reading and writing, and operating assigned equipment. This position requires the ability to occasionally lift office products and supplies, up to 25 pounds.

EOE

DFWP

I hereby acknowledge that I have received and read this Job Description and understand that I should consult the Human Resources Department or management regarding any questions about this position or duties reflected above.