

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested, subject to all applicable sales and federal laws.

Certain job functions described herein may be subject to possible modification in accordance with applicable state and federal laws.

PUBLIC TELEVISION 19, INC. JOB DESCRIPTION

JOB TITLE: Part-Time Receptionist
REPORTS TO: Chief Human Resources Officer
FLSA CLASSIFICATION: Hourly/Non-Exempt

JOB SUMMARY:

To answer and direct all incoming calls, provide client services for the public and station while projecting a professional, positive, and fun image for the “first impression” center.

JOB FUNCTIONS:

- Primary position for coordination/management of front desk/first impression center. This includes greeting the public in a pleasant manner as they enter the station, providing assistance to client and staff inquiries, and assistance with programming calls as needed.
- Responsible for the courteous, accurate, and efficient answering and distribution of all incoming calls.
- Receive and distribute all customer service emails.
- Provide assistance and back-up for mail services, including Federal Express and UPS shipments.
- Provide vacation and sick leave relief for front desk.
- Maintenance and set-up of meeting room schedules.
- Perform administrative and clerical support tasks.
- Complete other duties as assigned.

REQUIRED SKILLS/ABILITIES:

- Excellent customer service skills – as the first line of contact within an organization, it is imperative to have a sense of urgency and exceptional customer service skills.
- Excellent demonstrated verbal skills and the ability to manage multiple tasks and priorities.
- Pleasant and professional telephone voice.
- Confident and positive with a teamwork approach.
- Occasionally be available to work full days to provide vacation and sick leave relief for front desk.

EDUCATION and EXPERIENCE REQUIRED (An equivalent amount of training, education and experience will be considered):

- High school diploma or GED.
- Basic word processing software experience.