



**RECEPTIONIST/ADMINISTRATIVE ASSISTANT  
JOB DESCRIPTION**

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**JOB TITLE: Receptionist/Administrative Assistant**  
**REPORTS TO: Business Manager/Comptroller**

**EFFECTIVE DATE:**

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**PURPOSE OF THE POSITION:**

This position is responsible for greeting and directing guests and clients of the Pine Bluff Convention Center, handling all incoming calls to the main switchboard, providing clerical assistance as needed, and performing additional tasks as required.

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**STATUS:**

1. Full-time (40 hours per week), Monday-Friday, 8:00 a.m.-5:00 p.m., with 1 hour for lunch
2. Occasional overtime necessary for special events (evenings and/or weekends)
3. Salaried position
4. Employee benefits

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**ESSENTIAL FUNCTIONS OF THE POSITION:**

1. Direct incoming calls to the appropriate staff of the Pine Bluff Convention Center
2. Operate the Pine Bluff Convention Center radio system in a pleasant, business-like manner.
3. Provide clerical assistance (typing of correspondence, creating contracts, filing, faxing, mailings, e-mails, etc.) when necessary.
4. Provide clerical assistance to the Civic Auditorium Complex Commission (transcribing of audio recording to create monthly minutes, sending out all notifications for meetings via email, creating meeting agenda, sending all documents via email to the Civic Auditorium Complex Commission.
5. Gather and distribute mail.
6. Be informed of all events in the facility.
7. Responsible for staffing part-time employees for events, as needed.
8. Maintain a safe and clean reception area.
9. Other duties as assigned by management.

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**SKILLS NECESSARY:**

1. Ability to communicate with the public, staff members, and potential clients in a pleasant, professional manner.
2. Professional telephone etiquette.
3. Excellent time management and organizational skills.
4. Excellent attention to detail.
5. Ability to work independently.
6. Ability to prioritize and multitask.
7. Must have established typing and computer skills (Microsoft Word and Excel).
8. Must have knowledge of how to create documents/emails using correct English grammar and spelling
9. Maintain confidentiality with respect to staff members and clients.
10. Self-starter who desires to take ownership of job duties and has a commitment to the role.

**JOB REQUIREMENTS:**

1. High School Education, or equivalent, (College Education is a plus).
2. Excellent interpersonal skills.
3. Established computer skills (Microsoft Word and Excel).
4. Minimum of two years of office experience preferred.

The Executive Director of the Pine Bluff Convention Center reserves the right to modify this job description at any time, with or without notice.