

WESTERN ARKANSAS PLANNING AND DEVELOPMENT DISTRICT

Receptionist Position

Western Arkansas Planning and Development District is looking for an office receptionist for our planning and development organization that serves the six-county area of Crawford, Franklin, Logan, Polk, Scott and Sebastian Counties.

The receptionist will report to the Executive Director and will be responsible for job duties specified in the attached job description.

The job will be full time with hours worked between 8:00 a.m. and 5:00 p.m., Monday through Friday.

Successful applicants must have:

Relevant previous reception experience
Advanced Microsoft Office and typing skills
Strong communication and interpersonal skills
Strong organizational skills and attention to detail
High School Diploma or GED

To apply, please read the attached job description and submit your resume with references to wapddcareers@gmail.com. Resumes must be received by close of business on May 8, 2017.

EOE

WESTERN ARKANSAS PLANNING & DEVELOPMENT DISTRICT

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| Job Title: Receptionist |
| Reports To: Executive Director |
| Fair Labor Standards Act (FLSA): Non-Exempt |

Position Overview

This position is expected to be the first impression of the WAPDD team by answering the phone and directing all visitors to our office using the values of excellence, quality customer service, integrity and professionalism. This position directs overall office communications which includes understanding the needs of everyone who interacts with our office and ensuring that they are taken care of in a professional and timely manner. This also includes maintaining close relationships with key personnel, and thereby having current knowledge of the operations throughout the building to help assist in the daily work processes within our organization. The Receptionist is expected to take ownership of the appearance of our work areas and entire building, keeping it fully stocked and ready for use at all times, using the most efficient ways possible. This position is also responsible for assisting in the preparation of all meetings and conferences including: WAPDD, WAIA, WIOA, Frontier MPO and WARMS.

The primary purposes of the Receptionist are:

- Be responsible for courteous and timely answering of all phone calls, relaying messages when applicable, and the welcoming and direction of all visitors to our organization
- Be responsible for maintaining acceptable inventory levels and organize storage of all office and housekeeping supplies
- Responsible for overall facility appearance being maintained, inside and out. Ensure that the conference room, work areas, kitchen, bathrooms, and lobby are kept well stocked and presentable at all times
- Maintain constant communication with Executive Director to ensure that all needs are met and issues are resolved
- Be responsible for set up and execution of District meetings
- Provide support to the entire staff, and any other duties deemed necessary

Essential Job Functions

- Professional, courteous, and efficient management of the phone and walk in traffic, ensuring that the desk is covered at all times as well as greet, assist and direct visitors
- Maintain an efficient system of relaying of messages and other information to the appropriate team members
- Responsible for maintaining current contact information for all board members, elected officials, steering committees, partner agencies, etc.
- Support District's professional perception by maintaining the appearance of our workplace
- Setup and execution of any and all needs for both onsite and offsite meetings, including arranging for the location, setup, food, copies, etc., that are deemed necessary for the meeting, and maintain RSVP list to ensure quorum
- Work with District team to identify and implement innovative ways to assist them in projects and increase efficiency in our workplace
- Assist Executive Director with Board Agendas, assemble board packets, copy and forward to board members
- Record, maintain, and document meeting minutes and keep attendance records for board members
- Assist Executive Director with maintenance of board membership
- Coordinate and order office purchases as cleared by Executive Director and/or Financial Officer
- Manage, coordinate and disburse overall office mail, fax, and communications
- Receive, record, and date stamp incoming mail as well as update the District's daily mail log

- Log daily funds received and forward to Financial Officer for deposits
- Document and provide staff information lists, holidays, local officials and board lists
- Production of office file records, folders, and labels
- Maintain office supplies, Xerox needs and records, postage meter and postage, and fax
- Act as Leasing Liaison for office equipment, maintenance and janitorial services
- Perform 12372 project reviews
- Issue membership dues letters and invoices as well as 911/GIS monthly recurring invoices
- Assist Executive Director and/or Financial Officer with file maintenance and staff memos
- Responsible for opening office and ensuring that lights, coffee machine, phones and Xerox are all turned on, and responsible for closing office and ensuring that lights are turned off, phones are on nights and applicable doors are locked.

Requirements

- High School Diploma or GED equivalent
- Experience in customer service a plus

Other Skills/Abilities

- Superior verbal and written communication skills
- Organizational skills needed to maintain effective communication throughout the staff and our constituents
- Passion for details to ensure that needs and deadlines are met
- Advanced in Microsoft Office
- Self-starter, highly motivated

Application Process

Interested candidates may submit resumes electronically to wapddcareers@gmail.com.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as deemed necessary and assigned by the Executive Director to meet the ongoing needs of the organization