

Union Station Kansas City

Job Description

Job Title: Office & Customer Service Assistant
Department: Administrative Services/Guest Services
FLSA Status: Full Time; Non-exempt

SUMMARY

Provides clerical support and customer service for Administrative Office and Box Office, while also functioning as the primary receptionist. Must be a great communicator with excellent interpersonal skills; detail oriented, organized, dependable, and have ability to multi-task. Knowledge of the organization's attractions, activities, services, and operations is paramount to the position.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.

- Provide administrative support to administrative office and box office.
- Answer incoming calls; provide information, screen, and direct calls appropriately in a timely manner.
- Provide Box Office assistance when needed with ticketing and answering phones.
- Maintain organization's phone directory and update automated phone messages on a timely basis.
- Greet and assist visitors to office; ensure visitor sign-in log is maintained.
- Assist with inquiries from schools and organizations for in-kind donations for silent auctions and fundraisers.
- Maintain and provide weekly calendar of programs, attractions, events, promotions.
- Manage administrative office internal room calendar and staff out of office calendar.
- Coordinate and process staff office supply orders on a weekly basis; monitor general office supplies and replenish when needed.
- Receive and sort incoming mail; post outgoing mail and deliver to on-site post office; maintain postage machine.
- Monitor incoming faxes and distribute to appropriate staff.
- Responsible for maintaining copy machines with paper, toner, sanitizing and reporting when maintenance is needed.
- Provide information and assist customers with purchase of tickets to attractions and events by phone when necessary.
- Assist with various projects in support of administrative office departments.
- Organize and maintain marketing asset library; clip and file news media articles relating to Union Station; maintain office bulletin board of news articles, letters from visitors and other information for staff.
- Input information and maintain various company data bases.
- Copy, collate and assemble items for organization informational packets.
- Maintain reference book and procedural manual for reception desk.
- Other duties may be assigned

QUALIFICATIONS

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

- Excellent phone etiquette, articulate and courteous to callers
- Courteous, attentive, and professional protocol in greeting visitors to office
- Dependable and takes initiative
- Organized; able to multi-task, set priorities and meet deadlines
- Detail oriented
- Excellent spelling and grammar; carefully proofs own work
- Professional personal presentation
- Proficient in MS Office applications (Word, Excel, Power Point, Outlook) and Data Base Systems

EDUCATION and/or EXPERIENCE

High school diploma or college degree preferred.

Two years general administrative background experience, including answering and routing incoming calls, customer service, word processing, preparation of spreadsheets and data base systems.

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.

Days Needed: Tuesday through Saturday

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Fast-paced environment.

Union Station Kansas City is committed to employing a drug-free and diverse work force.

E/O/E M/F/D

To Apply:

Send resume and cover letter to:

Union Station Kansas City

Human Resources Department

30 W. Pershing Road, Suite 400

Kansas City, MO 64108-2422

Or email resume to: employment@unionstation.org