

# Oregon State Fair & Exposition Center Position Description

<b>JOB TITLE</b>	Front Office Specialist
<b>EMPLOYEE'S NAME</b>	TBD
<b>REPORTS TO (title)</b>	Administrative Supervisor & CEO
<b>DEPARTMENT NAME</b>	Administration

## **PRIMARY PURPOSE**

The Front Office Specialist handles customer inquiries both in person and on the phone. Provides information, assistance to staff and the public according to established procedures. This position is responsible for cash handling and processing deposits; assisting with Exposition event contracts; past due account spreadsheets and client calls; camping system updates and reservation; facility key distribution; and other clerical duties to support staff members during the Oregon State Fair and Exposition business throughout the year.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

### **Confidential Assistant**

The goal is to provide customer service in a manner that creates a welcoming and respectful atmosphere without disclosing confidential information.

- Act as a confidential assistant to the Administrative Supervisor, Operations Supervisor, Director of Operations and CEO of the OSFEC; sign, date and comply with a confidentiality agreement.
- OSFEC staff member direct phone lines and cell phones are not to be given out unless authorized by the staff member.
- All duties listed below all considered confidential and will be treated as such.

### **Front Desk / Reception Desk**

The goal is to satisfy the customer's needs, wants and desires that can be addressed and/or heard in a timely, professional and courteous manner.

- Professionalism: The Front Desk Lead must present and conduct themselves in a professional manner at all times.
- Communication: All communications must be courteous and helpful in clear and concise manner at all times.
- Walk-In Inquires: Determine what the customer needs and direct them to the appropriate OSFEC staff member to assist the customer. If the staff member is unavailable collect the customers contact information and email the information to the OSFEC staff member for follow-up.
- Conflict Resolution: Resolve complaints within scope of information and authority, and/or refer to others as appropriate. When in doubt contact Administrative Supervisor or CEO for assistance.
- OSFEC Emergency Plan: Be familiar with the emergency plan that will be provided to you through training, especially the section "Bomb Threats".
- Manual Development: Develop and maintain Front Desk procedure manual.

## **Employee Safety**

The goal is to comply with OSFEC and Occupational Safety Health Administration (OSHA) Safety Standards.

- Familiarize yourself with the layout of the main office and fairgrounds.
- Familiarize yourself with the locations of the First Aid Kits, Fire Alarms, Fire Extinguishers, and AED Defibrillator.
- Report any injuries and/or near misses immediately to the CEO or your direct supervisor. Report any pertinent information surrounding the incident, including but not limited to photos of the location, interviews with witnesses and statements by the injured party.

## **Accounts Receivable**

The goal of this responsibility is for payments to be received in a timely manner, processed accordingly and keep accounts receivable to a minimum.

- Incoming Payment Processing: Accept payments by cash, check, or credit card. Provide a receipt according to OSFEC account receivable procedures.
- Data Entry: Help transition between FileMaker Pro (old software) and EventPro (new software).
- Track Event Payments: Determine any past due accounts by printing the report from EventPro.
- Collection Calls: Call each customer to remind them that payment is due.
- Daily Cash Counting:
  - All of the below will be performed with a second OSFEC employee at all times.
  - Cash payments will be received and counted as customer pays and receipt written.
  - Each cash payment will be placed into a sealed envelope with Vendor Name, Date, and Amount Paid (should equal what is in sealed envelope).
  - Then drop the envelope in the safe.
- Daily Deposits: Scan checks into the online banking system for deposit the day they are received.
- Work cooperatively with the OSFEC Internal Auditor and the contracted accounting company as required by the CEO and/or Administrative Supervisor.
- Develop and maintain a procedure and tracking form for account receivable duties and add to the front desk manual as a new section.

## **Mail and Package Intake & Distribution**

The goal of this responsibility is that packages and mail will be received and distributed in a timely manner and/or kept safe until they can be delivered.

- Incoming Mail Distribution: Open mail, date stamp, and distribute to appropriate staff.
- Outgoing Mail: Place in outgoing mail box.
- Receive/Distribute Package Deliveries: Determine if the incoming package is for a staff member or an incoming event. Sign for packages to aid in tracking. Distribute to appropriate staff or hold in a secure place for upcoming event.
- Maintain these procedures listed in the front desk manual.

### **Operate Office Equipment**

The goal is to have the office equipment maintained and someone who can troubleshoot the operation of office equipment before calling for any repairs.

- Operate office equipment including copiers, facsimile machines, ten-key calculator and computers.
- Ensure all office equipment is in working condition.
- Assist with IT guided tasks i.e. server room and general computer troubleshooting.
- Develop and maintain an Office Equipment procedures manual with an IT troubleshooting guide.

### **Camping Reservation System**

The goal is to have the camping manager and front desk both capable of performing camping reservations through CampLife.

- Assist Alma, the Camping Reservation System manager.
- Work with the Marketing Department to update the website to reflect yearly changes.
- Answer camper questions and assist with issues over the phone and online.

### **Key and Equipment Management**

The goal for this responsibility is to limit access to only those who are authorized to possess key, maintain an accurate accounting of key distribution resulting in improved building and grounds security.

- Cyber and Metal Keys: Record key check-out and check-in by person and key (cyber and hard key) number. Manage and operate the Cyber Key activation and deactivation using the online database.
- Develop and maintain an overall inventory of keys tracking and a how to distribute manual section for the front desk manual.

### **Cell phone and iPad Coordination:**

The goal is to have only one person in-charge of the cell phones and iPads along with billing verification to assure proper distribution and billing charges.

- Maintain and secure all company cell phones and iPads through a tracking system.
- Activate and deactivate all cell phones and iPads as needed.
- Track information such as activation date, equipment check-out and return date.
- Work with account representative as needed.
- Reconcile use of cell phones against monthly invoices.
- Contact account representative and rectify any billing errors with phone company, as needed.
- Develop and maintain the Cell Phone and iPad Coordination procedure manual for these tasks.

## **Program Support**

- Event Staff Support: Maintain event calendars.
- Pass Gate: Input names into the Pass Gate program for Fair by each morning of the Fair.
- Data Entry: Data entry into OSFEC specialized software that you will be trained upon.
- Document Creation: Compose, type, proof read and copy company documents.
- Program Notebook Assembly: Copy and assemble program notebooks.

## **Administrative & Other Duties as Assigned**

- Other duties as assigned by the CEO, Administrative and Operations Supervisors.
- Assist the Administrative Supervisor in recommendations to streamline and make front desk office and other areas more efficient.
- Assist the Administrative Supervisor in developing and maintaining a central paper and digital filing system.
- Aids in meeting deadline goals as set by management.
- Work with the Marketing Department to update the website to reflect yearly changes.
- Assist with the transition between FileMaker Pro (old software) and EventPro (new software).
- Creation and distribution of OSFEC badges for employees, direct hires, volunteers, and Personnel Source seasonal employees.
- Develop and maintain procedure manuals for each different system we use and the purpose for it. This will be provided as a tool for others to use.

## **MINIMUM QUALIFICATIONS AND EXPERIENCE**

- Preferred Bi-lingual Spanish/English Speaking and Writing
- Knowledge of Microsoft Office 365 and AdobePro
- Knowledge of office machines, i.e. copiers, phone systems, computers, 10-Key, etc.
- One-year experience in a reception position.
- One-year experience of cash counting and credit card machine use.
- Highly Desired Technical Skills: customer service oriented, attention to detail, organizational, time management, stress/conflict management, problem solving/critical thinking.
- Highly Desired Personal Attributes (Soft Skills): communication, technology, creative, personable, motivated team player, emotional intelligence, self-awareness and accountability.
- Courses that are beneficial and encouraged that enhance the professional development of the employee, such as courses offered by the IAFE Institute of Fair Management, Western Fairs Association, Oregon Fairs Association, Cascade Employers Association, and others.

## **SPECIALIZED EQUIPMENT & SOFTWARE PROGRAMS**

- Office Equipment: Credit Card Machine, Copier/Fax/Scanner, Sign Machine, & Laminating Machine
- Software Programs: Word, Excel, Outlook, & AdobePro
- Specialized Software Programs: ETix, EventPro, & CampLife

**PHYSICAL DEMAND**

- The physical effort typically applied in this job includes (check all applicable boxes):

<input checked="" type="checkbox"/> Lifting	<input type="checkbox"/> Pulling	<input checked="" type="checkbox"/> Reaching	<input type="checkbox"/> Manipulating
<input checked="" type="checkbox"/> Carrying	<input type="checkbox"/> Pushing	<input type="checkbox"/> Shoveling	<input checked="" type="checkbox"/> Keying/typing
<input type="checkbox"/> Other (specify)			

- Typical lifting and the frequency of application:

Amount of Effort Applied	% of Time Effort is Applied			
	Less than 15%	15% to 40%	40% to 70%	More than 70%
Less than 1lb.			X	
Between 1 & 5 lbs.			X	
Between 5 & 25 lbs.	X			
Between 25 & 60 lbs.	X			
More than 60 lbs.	X			

- The typical work positions for this position (check those applicable):

<input checked="" type="checkbox"/> Sitting	<input checked="" type="checkbox"/> Standing	<input checked="" type="checkbox"/> Walking
<input checked="" type="checkbox"/> Stooping	<input checked="" type="checkbox"/> Bending	<input type="checkbox"/> Confined
<input type="checkbox"/> Other (specify)		

**MENTAL OR VISUAL DEMAND**

<input checked="" type="checkbox"/>	Occasional mental and/or visual attention; the operation performed is either close to being automatic or the duties require attention only at long intervals.
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**WORKING CONDITIONS**

- Identify the kinds of disagreeable elements incumbent would typically be exposed to in the work area (check all applicable boxes):

<input checked="" type="checkbox"/> Dust	<input type="checkbox"/> Dirt	<input type="checkbox"/> Heat	<input type="checkbox"/> Cold
<input type="checkbox"/> Fumes	<input checked="" type="checkbox"/> Noise	<input type="checkbox"/> Vibration	<input type="checkbox"/> Water
<input type="checkbox"/> Other (specify)			

- Position's physical surrounding description:

	The job is typically performed under very comfortable working conditions; any disagreeable elements are generally absent during normal performance of job.
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**OSFEC EMPLOYEE HANDBOOK**

- The employee is required to read, sign and comply with the OSFEC Employee Handbook.
- The employee agrees to comply with all rules and policies outlined in the OSFEC Employee Handbook, regardless whether they are conducting work on the OSFEC property or representing the OSFEC at locations away from OSFEC property.

**ATTENDANCE**

- The individual holding this position **must** comply with the attendance requirements as specified in the Employee Handbook under “Punctuality and Regular Work Attendance”.

**SAFETY**

- The employee in this position is expected to comply with company attendance standards as specified in the OSFEC Employee Handbook and the General Safety Procedures provided. JSA attached.

**DRIVING**

- This position may be required to drive their personal vehicles, if so, the employee will provide to the CEO proof of valid insurance in amounts specified by the CEO or his designee. If driving is required, the employee must possess a valid Oregon driver’s license.
- Does this position require the employee to drive on company business? Yes \_\_\_ No X

**EMPLOYMENT STATUS**

- Part-Time, until August – September (Full Time during Fair time). Possibility of moving into Full-Time for 2022.

**FLSA STATUS**

- This position is exempt from overtime due to a federal exemption which was adopted by OregonAdministrative Rule (OAR 839-020-0125(2)(f)).

**EEO CLASSIFICATION - This section should be completed by the Human Resources Department. It classifies positions for specific state and federal reporting requirements.**

<input type="checkbox"/> Executive/Senior Level Managers (1.1)	<input type="checkbox"/> First/Mid Level Managers (1.2)	<input type="checkbox"/> Professional (2)	<input type="checkbox"/> Technician (3)
<input type="checkbox"/> Sales (4)	<input checked="" type="checkbox"/> Admin Support Workers (5)	<input type="checkbox"/> Craft Worker (6)	<input type="checkbox"/> Operative (7)
<input type="checkbox"/> Laborer (8)	<input type="checkbox"/> Service Worker (9)		