



## **Front Office Administrator Job Description**

Under the direction of the Facility Supervisor, the Front Office Administrator serves as the receptionist, public liaison representative and rental coordinator. Responsible for registrations, rentals, and other office needs.

### **Qualifications**

- High school diploma
- Must have a pleasant personality that is evident both in person and on the telephone
- Experience with Microsoft Word, Excel, and email necessary
- Good organizational skills
- Able to multi-task
- Able to keep accurate files for rentals and registrations
- Bi-lingual preferred but not required

### **Duties and Responsibilities**

- Meet and greet the public in person and on the telephone
- Assist patrons with rental, program and general inquiries
- Operate the registration and rental software
- Complete customer transactions
- Maintain registration and rental records
- Complete all documents and requirements for rentals
- Issue refunds
- Prepare daily sheets for staff
- Prepare annual office and rental budget
- Track and order all office supplies in compliance with the current budget
- Oversee, manage and train front desk staff
- Must perform assigned tasks in a safe manner and follow safety policies and procedures
- Attend and take meeting minutes at the monthly Board Meeting (3<sup>rd</sup> Thursday of every month)
- Attend in-services as assigned
- Assist the full-time staff when needed
- Other duties as assigned

### **Psychological Considerations**

- Must be able to deal with disgruntled patrons
- Must be able to multi-task

### **Physiological Considerations**

- Must be able to deal with possible eyestrain due to computer work
- May need to lift up to 25 pounds
- May need to stand for long periods of time

### **Environmental Considerations**

- May be exposed to elements when assisting workers with outdoor functions
- May be exposed to varying indoor lighting and temperature

### **Cognitive Considerations**

- Must be able to relay clear messages both orally and in writing
- Must be organized
- Must be able to maintain organized records for a variety of users

Department: Administration  
Reports to: Facility Supervisor  
Pay Grade: Part-Time (25 hours per week) Potential to be a Full-Time position  
Salary: \$16.00 - \$18.00/hour DOQ w/ IMRF retirement  
Hours: 12:00 – 5:00 pm Monday – Friday  
Available on weekends for phone calls  
May require nights and weekends as needed  
PT/FT: Permanent part time with potential to be a full-time position