

THE MORRIS COUNTY PARK COMMISSION

Job Description

Title: Administrative Assistant/Receptionist                      Part Time: Annual  or Seasonal

Division: Historic Sites    Effective Date: 2/27/2017

Prepared by: M. Sutherland    Approved by: R. Vitale

**Position Charter:**

Under the direction of the Senior Historical Program Specialist, provides customer service and serves as the receptionist to greet the public, sell admission tickets to Fosterfields Living Historical Farm and/or Cooper Gristmill, and answer incoming telephone calls. The Administrative Assistant/Receptionist also performs general administrative and clerical duties including word-processing, spreadsheet management, data management, and e-mail correspondence associated with educational and interpretive programs and in the preparation of divisional grant applications.

**Essential Functions:**

- Functions as the front-desk receptionist on public program days and greets visitors, sell tickets using the cash register and/or credit card machine, and provides visitor orientation.
- Completes daily accounting and completion of required revenue forms.
- Answers incoming telephone calls and provides customer services answering inquiries from the public on subjects relating to Historic Sites' programs, tours and the Morris County Park System programs and related subjects.
- Handles emergencies and patron accidents as instructed.
- Types via personal computer word processing programs, spreadsheet and e-mail software a wide variety of correspondence, reports, forms, etc. to assist educational programs and management staff.
- Assists the education staff with office duties including filing, typing, editing, faxing, copying, scanning, collating and related functions as required.
- Ensures that Park Commission policies and procedures regarding public access are followed.
- Adheres to established P.E.O.S.H.A. and Morris County Park Commission Safety Standards.

**Other Functions:**

- Assists with Friends' membership and gift shop sales.
- Assists with taking reservations from and sending out confirmations to school groups, tours groups, and other educational programs, as assigned.
- Maintains inventory of printed materials in visitor centers including tickets, site maps, interpretive pamphlets, rack cards and Friend's membership literature.
- Completes other tasks and projects, as assigned.

**Qualifications:**

- High School Diploma or possession of an approved High School Equivalency Certificate or equivalent education or experience.
- Ability to communicate effectively in writing, as well as verbally in person and on the telephone, to promote positive customer relations.
- Demonstrated interest and/or experience working in a historic site/museum setting.
- Experience and demonstrated proficiency utilizing personal computing software for word processing, database management, spreadsheet, and e-mail applications.
- At least one year of clerical or administrative assistant experience.
- At least one year of customer service experience.
- Ability to operate telephones, voice-mail, and other electronic office equipment such as fax machine, cash register, credit-card machine, calculator, and DVD player.
- Ability to work a flexible monthly schedule.
- Ability to perform the essential functions of the position, with or without reasonable accommodation.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

**Work Week:**

This position is year-round, April through October, 28 hours per week, and November through March, 14 hours per week. Hours will not exceed 1,050 per year. Incumbent is expected to work weekend days and holidays during the public program season, and occasional evening hours, as assigned.