

CITY OF FORT WAYNE JOB POSTING

Applicants and Employees must meet duties/essential functions and minimum requirements.

Job Vacancy:	Weekend/Evening Receptionist-Rental Receptionist	Department:	Botanical Conservatory
Requisition Number:	2024103		
Hours:	5-29 hours per week	Rate of Pay:	\$16.7440 per hour
Date Posted Up:	1/23/2024	Date Posted Down:	Until Filled
Time Up:	1:00 p.m.	Time Down:	

SUMMARY

Working under the direct supervision of the Manager VI – Botanical Conservatory, the incumbent provides excellent customer service, staffs public hours during evenings/weekends, and staffs after-hours programs and rentals. Common shifts for the Rental Receptionist are 4pm until Midnight on Fridays, Saturdays, and Sundays. The incumbent is expected to exercise good judgment, independence, initiative, and professional expertise in conducting day-to-day operations. All work duties and activities must be performed in accordance with the City safety rules and operating regulations, policies and procedures as well as federal, state, and local regulations.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the ability to interact with the public, City incumbents, and outside agencies with patience, tact, respect, and professionalism and the following. Other duties may be assigned.

- Operates cash register and provides excellent customer service to Conservatory visitors;
- Shares general information on rentals, programs, and facility tours;
- Performs clerical work including, but not limited to support for annual membership, facility rentals, gratis admission requests, program/events department, volunteer program, sorting mail, and gift shop display/inventory processing;
- Assists individuals seeking to buy annual memberships; educates visitors about the benefits of annual membership;
- Works with special event clients and vendors (caterers, musicians, DJs, security, etc.) on the day-of to provide a point of contact and ensures that events are shut-down and cleaned-up in compliance with the contracted event time;
- Welcomes Conservatory event participants, offers parking validation, and friendly direction to the proper event space;
- Provides custodial services including, but not limited to sweeping broken glass, attending to food/beverage spills, and trash clean-up, disposal, and can-lining;
- Ensures restrooms are clean and stocked;
- Contacts proper person in case of an emergency and takes corrective action to fix the problem;
- Communicates with supervisor on duty about rental maintenance needs and needs of renters and their vendors;
- Counts and makes change;
- Operates Microsoft Office and Point of Sale Systems;
- Establishes and maintains effective working relationships with Conservatory staff and administrators, volunteers and the general public;
- Prepares the Conservatory for opening and closing including, but not limited to arming and disarming the building's alarm system;
- Performs beginning and end of day cash handling, prepares cash registers, and POS systems for business;

- Distributes and obtains surveys from Conservatory visitors;

MARGINAL FUNCTIONS

- Works proactively to address client concerns, contacting the on-duty supervisor when appropriate;
- Informs supervisor on-duty of any significant damage to the facility by its rental clients or participants;
- Monitors guest activity to ensure appropriateness and safety;
- Works closely with security personnel to assist where applicable;
- Cleans work area, front hallway, and atrium as needed;
- Performs or modifies additional table and chair set ups for Conservatory events;
- Assists volunteers with equipment operation as needed;
- Photographs events for promotional use;
- Completes provided trainings and required meetings including, but not limited to Heartsaver First Aid CPR/AED training, City of Fort Wayne policy and training modules, and applicable staff meetings;
- Performs other duties as required or assigned by supervisory staff.

PERFORMANCE EXPECTATIONS

The incumbent is responsible to manage their performance in accordance with this job description and the performance expectations provided to them by management. If at any time the incumbent is unsure of their role or specific responsibilities, it is the incumbent's responsibility to refer to their job description and ask for clarification from their supervisor. Management will work with the incumbent, as needed, to ensure performance expectations are clearly communicated and performance goals are achieved.

SUPERVISORY RESPONSIBILITIES

This job has no supervisory responsibilities.

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.

EDUCATION and/or EXPERIENCE

High school diploma; or one to three months related experience and/or training; or equivalent combination of education and experience.

OTHER KNOWLEDGE, SKILLS and/or ABILITIES

- Spells and accurately types;
- Communicates effectively in written and oral form;
- Physical ability to perform assigned duties.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

Maintains a valid Indiana Driver’s License, if a city vehicle is used.

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.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and ability to adjust focus.

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.

The noise level in the work environment is usually loud.

Applications may be submitted on-line at www.cityoffortwayne.org or using the City of Fort Wayne Human Resources Department computer kiosks located at Citizen’s Square, 1st Floor, 200 E. Berry Street, Fort Wayne IN between the hours of 8:00 a.m. – 4:00 p.m. Applicants must be 18 years of age or older. Applicants must be 21 years of age or older to hold a CDL with the City of Fort Wayne. Reasonable accommodations for person with a known disabling condition will be considered in accordance with State and Federal Law.

(Those individuals who accept employment with the City and live outside one of the six contiguous Indiana counties that border Allen County (DeKalb, Whitley, Noble, Huntington, Wells, and Adams) will have six (6) months from their start date to become residents of either Allen County or one of the six counties listed above. Policy and Procedure Number 204 Page: 1 of 1)

Equal Opportunity Employer

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran’s status, national origin, genetic information or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.