

## JOB DESCRIPTION

Updated 8/3/2022

**JOB TITLE:** Administrative Assistant

**REPORTS TO:** Assistant General Manager

**STATUS:** Non-Exempt

**SUMMARY:** Under general management of the Assistant General Manager, employee is responsible for and performs specialized office/clerical work, basic accounting, and related work as required for all administrative departments as assigned. Represents the venue as the initial contact for prospective clients and the general public and provides overall administrative support.

### JOB DUTIES

- **General Administration:**
  - Answers and appropriately routes incoming telephone calls.
  - Receives visitors, accepts payments of fees, explains procedures and answers routine questions.
  - Receives and routes incoming mail to proper individuals.
  - Makes appointments and travel arrangements as needed for members of the leadership team.
  - Prepares reports as assigned
  - Assists the General Manager, and *All Directors* (as noted below) with correspondence, office files and other clerical duties.
  - Assists with preparing documents associated with the Memphis Convention Center Commission meetings and other correspondence
  - Coordinates meetings with naming rights partners and other sponsors as needed
- **Office Management:**
  - Assists Office Manager and Director of Finance/AGM as applicable.
  - Assist event managers with invoicing.
  - Prepares deposits and cash exchanges as needed.
  - Accepts and accounts for monies from event deposits/fees.
- **Sales:**
  - Supports the Sales team as directed by the Director of Sales Process to assist with maintaining the Event Folder filing system
- **Events and Operations**
  - Assists in scheduling with Memphis Tourism for Guest Services Staff for events
  - Prepare Client Evaluations/Surveys
  - Input returned surveys
  - Data entry as may be needed into various spreadsheets

- Assist in creating and printing signs for events as may be needed.
- **Marketing:**
  - Assist marketing as needed with flyers, brochures and other items
  - Enter events on our web calendar and the marquee
- **Public Safety**
  - Assist with scheduling and clerical support as needed

### **SPECIAL KNOWLEDGE AND SKILLS**

- Clerical and financial record keeping procedures;
- General operational knowledge of a variety of office equipment including communication radio, calculator, copy machine, fax machine, typewriter, and personal computer.

### **ABILITY TO:**

- Ability to make accurate comparisons and arithmetic computations.
- Ability to establish and maintain effective working relationships.
- Ability to deal tactfully and courteously with the public and other employees.
- Ability to locate, classify and interpret a variety of financial and related information.
- Ability to use computer software especially Windows Operating System, Word, Excel, Venue Ops scheduling software, accounting software, internet, ticketing software and interoffice e-mail.
- Assure that all details of the job are performed and their work is accurate.
- Read and understand written information
- Identify problems and review information.

### **PHYSICAL DEMANDS:**

- Employee is frequently required to sit; stand or walk for long periods of time (minimum 4 hours).
- Employee may occasionally lift and/or move up to 25 pounds.

### **PREFERRED QUALIFICATIONS**

#### **Experience:**

- Minimum of 2 years in related fields. Hotel or similar facility event management a plus.

#### **Education / Training:**

- High School Diploma

#### **Licenses or Certificates:**

- None

- EOE, DFWP