



Memphis Tourism

Position Description

Title: Receptionist

Reports to: Chief Financial Officer

Direct Reports: None

FLSA Classification: Non-Exempt

Position Summary

The Receptionist greets and assists guests, visitors, and internal staff by providing information; provides clerical and administrative support to management; monitors incoming telephone calls and distributes to appropriate staff. This position also maintains the calendar used for scheduling the MCVB's meeting space; and monitors staff attendance both in and out of town.

Essential Job Functions

- Receive and greet tourists, visitors, suppliers, and members; direct them to the appropriate staff or assist with the information requested.
- Receive and screen incoming telephone calls, provide a friendly and professional greeting, and route calls to the appropriate staff or individual or provide the requested information.
- Monitor and track staff attendance both when staff is in and out of town (i.e., meeting, out of town, vacation, sick, etc.).
- Provide clerical support and administrative support to management and other staff members as required.
- Sell CVB items (merchandise) to visitors and tourists collect and accurately account for funds received.
- Receive, monitor, and maintain check log to record all incoming payments.
- Other tasks or projects as assigned by the Chief Financial Officer.

Position Requirements & Qualifications

Education/Experience

- Preferred Associate degree in Business Administration, a related field or equivalent experience and training.
- Requires a minimum of 1-2 years of administrative assistant or customer service experience preferably in tourism or hospitality.

Knowledge, Skills, and Abilities

- Strong proficiency and proven success help to obtain business objectives and create competitive advantage.
- A highly effective communicator with the ability to clearly and concisely articulate information.
- Proven planning and organizing skills.
- Drive for results with the ability to manage competing priorities.
- Computer Skills

Working Conditions & Physical Demands

- Typically, the employee may sit comfortably to do the work. However, on occasion, this position requires the ability to walk, bend, stoop and carry items weighing up to fifty pounds.
- Evening hours/work required at times over and above the traditional office requirements.
- No travel requirements.

This is intended to be a description of the general nature and level of work to be performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel in this position.