



Receptionist/Traffic Coordinator(s)

TITLE: Receptionist/Traffic Coordinators
DEPARTMENT: Administrative Services
REPORTS TO: Keith Royer, Executive Vice President
FLSA Status: Non-exempt
Employment Status: Part-Time

Position Summary:

This position is responsible for receiving and directing visitors, vendors, clients and customers to appropriate locations and parties. Operate a multiple position telephone switchboard while performing data entry as part of traffic department. This position requires exceptional attendance, great customer service, and office admin skills.

Essential Duties and Responsibilities:

The essential functions include, but are not limited to the following:

- Answer, assist and direct all incoming telephone calls to appropriate parties in a professional and courteous manner. Greet guests/Distribute prizes/Front Desk
- Use applicable software programs to create inventories, letters, and other business-related documents.
- Prepare shipping labels and order FedEx and UPS pickups and deliveries.
- Reserve and ensure conference rooms are organized and tidy.
- Provide administrative support when needed.
- May coordinate businesses lunches and other related duties.
- Distribute Faxes, mail and incoming shipping packages.
- Notify all departments of guests, so they may come to the front office to escort them to their department.
- Manage/Order Supplies when needed.
- Create new files as needed for new business accounts weekly.
- Time Sheets – Collate and complete per specifications, provide proper back up as needed and forward to Point Office as directed.
- Generate Spot Block report for assigned stations. Reschedule all missed spots within the existing contract schedule. Be sure to notify AE in the event that you are unable to make good the commercial within flight. All Agency contracts require prior approval before you can reschedule the spots.
- Edit and maintain commercial logs for assigned stations on a daily basis, and in addition help with others as needed. You will want to assemble each commercial log by 11a daily to ensure any issues with copy have time to be addressed.
- Print and transfer commercial logs for all assigned stations at or around 3:30pm daily. Run a missing copy report in Prophet and verify accuracy of copy.
- Review and approve contracts for assigned stations. Print confirmation and verify spot totals and dollar amount. Place copy of confirmations in AE box to ensure they agree with what is entered. Staple confirmations to original contract and place in basket to be filed. Confirmations should be given to AE within 24 hours of receipt of contract.
- Assist with and complete affidavits.
- Perform all other duties as may be assigned by supervisor.

Minimum Qualifications (Education, Experience, Skills)

- Two years of reception experience (or equivalent customer related ability)
- Bilingual – Spanish is an essential part of this position
- Prior administrative office management experience
- Proficient in MS Office, specifically Excel, Word and PowerPoint



- Excellent oral/written communication skills
- Excellent customer relationship skills
- Exceptional data entry skills

Core Competencies:

- Maintain good time management to complete various tasks in a timely fashion.
- Willingness to learn all aspects of the Traffic System to better utilize its functions.
- Show flexibility when it is necessary to re-prioritize your tasks.
- Build a rapport with co-workers to better establish a healthy productive work environment.

Special Services:

- Able to meet notary qualifications with State of California

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or finger, handle, or feel objects, tools or controls. The employee is occasionally required to stand; walk; sit; reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, and the ability to adjust focus.

The noise level in the work environment is usually moderate.

Note:

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills aptitudes and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills or abilities.

This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.
