

JOB DESCRIPTION

JOB TITLE: Receptionist & Administrative Assistant

PROGRAM / DEPARTMENT: Administration

REPORTS TO (Title): Executive Assistant to the Commissioner/Office Manager and Commissioner for Marketing/Development/Administrative Services

FLSA STATUS (Exempt or Non-Exempt): NON-EXEMPT

SUPERVISORY RESPONSIBILITY: None

POSITION SUMMARY:

Receptionist: This role is responsible for answering and directing phone calls, welcoming visitors, and providing excellent customer service. The position involves responding to guest inquiries, addressing their needs, and maintaining a professional, inviting environment. It also includes performing general administrative tasks and supporting the Office Manager with day-to-day office operations.

Marketing/Development: This position provides clerical and administrative support and assistance to both the Development, Marketing and Communications team to achieve multi-departmental, Association goals.

ESSENTIAL FUNCTIONS:

Receptionist: This position is the voice the Association, and serves as the primary telephonic messenger,

- Answers incoming calls in a reasonable time period
- Routes calls to the appropriate staff members
- Reviews telephonic messages left to voicemail and routes messages to the appropriate staff members
- Answers general questions regarding dates of events, clinics, championships, conferences for the NCHSAA, NCCA and NCADA, related events, or other general Association information, with confidence
- Directs callers to the correct organization, if not the NCHSAA (i.e. NCCA, NCADA, DPI, or other pertinent entity) and provides contact information at those other organizations including their telephone number, web address, and/or contact name
- Provides general information relative to NCHSAA event sites/venues, ticket prices, fax numbers, email addresses for information transmission, and website direction with confidence
- Serves as the primary greeter of visitors to the NCHSAA office
- Welcomes guests in a professional and friendly manner and directs guests to the appropriate NCHSAA staff member for service
- Inquires with guests regarding who they are requesting to see and notifies appropriate staff member (does not send guests to offices unless instructed)
- Screens any unsolicited drop-in visitors via the NCHSAA phone security system; must be able to handle insistent and/or difficult people

Marketing/Development/Communication:

- Marketing:
 - Assists with limited pre-event preparations
 - Represents the NCHSAA on behalf of Marketing/Development and/or Communications teams at state championship and non-sporting or special events, if necessary
 - Event marketing/hospitality set-up/breakdown

- On-site social media and photography, as needed
 - Other tasks as necessary
- Development:
 - Assists with donor meeting preparations including supplies, hospitality needs
 - Assists team with special event/meeting coordination and implementation, such as but not limited to, appreciation lunches, hosting donors at sporting and non-sporting related event
 - Other tasks as necessary
- Communications:
 - Assists with daily tasks such as media credentialing, media lists, scripts
 - Assists with special events as needed (i.e. Hall of Fame, Basketball and Football press conferences, Annual Awards Celebration)

OTHER FUNCTIONS *(Note: These functions must not interfere with the essential duties of this position.)*

- Assists staff with preparation of meeting space(s) and other functions when office is being used by internal/external groups
 - Preparation of materials and supplies for various meetings (i.e. Board of Directors and other advisory groups)
- Nothing in this job description restricts management's right to assign or reassign duties and Responsibilities to this job at any time

EQUIPMENT USED:

- Telephone
- Intercom system
- Security system
- Copiers
- Mail Machine

WORKING CONDITIONS:

- Work is completed from a desk station near the front entrance of the NCHSAA building located at 222 Finley Golf Course Road, Chapel Hill.
- This is a full-time position, no more than 40 hours per week. Overtime is not available for this position. Some weekend work may be required during championship/special event times and hours will be adjusted accordingly by management.

PHYSICAL AND MENTAL REQUIREMENTS:

- Medium Work: Exerting up to fifty pounds of force occasionally, up to twenty pounds of force frequently, and up to ten pounds of force as needed to move objects

EDUCATION AND EXPERIENCE REQUIREMENTS:

- High School diploma or equivalent and at least one year of office assistant or clerical experience or an equivalent combination of training and experience
- College Degree encouraged

KEY COMPETENCIES:

- Sound written and verbal communication skills
- A friendly demeanor with capacity to engage in conversation with visitors/guests

- Good listening skills and ability to ask pertinent questions which aid in determining how to route calls
- Demonstrated success in maintaining composure and effectiveness in the face of competing and multiple demands
- Ability to juggle multiple tasks and responsibilities while taking full ownership of work
- Sound time management skills
- Dependability and attention to time and established work schedule

LICENSES AND KNOWLEDGE REQUIREMENTS:

- Ability to learn the existing telephone/intercom and security systems to be able to perform the job responsibilities
- Demonstrated proficiency with Microsoft Office platforms (Word, Excel, Power Point, Teams)
- Valid Driver's License