



JACOB K. JAVITS CONVENTION CENTER OF NEW YORK®

Job Title: Receptionist
Department: Office Services
Supervisor: Office Services Manager

Position Summary:

The Receptionist is responsible for greeting external and internal customers. Answering or referring inquiries in person or by phone. Interact with all levels of clients. Provide accurate information. Maintaining employee and department directories. Aware of meetings and events taking place at the Javits Center. The ideal candidate must have a friendly and easy going personality, dedicated team player, quick learner, dependable organized and detail oriented, while also being observant and disciplined. Excellent customer service skills are essential.

Responsibilities include:

- Greet clients, visitors and guests as they arrive and direct them to appropriate staff member or office
- Provide information regarding events or services throughout the facility and around the vicinity (i.e. nearest hotels, parking facilities, restaurants, etc.)
- Answering high volume of calls. Screen and forward incoming calls to the appropriate staff member. As well as assisting in resolving issues and complaints
- Respond to emails and office correspondence
- Perform data entry and basic record keeping duties,
- Assist in maintaining office security by following safety procedures and controlling access via the reception desk
- Coordinate the flow of mail in and out of the office with the Mailroom Department addition to creating labels for all outgoing UPS letters and packages
- Maintain a log for all incoming mail being either for house or show delivery
- Booking of meeting rooms within departments
- Liaison between departments and provide clerical support
- Retrieve voice mail messages and ensure that they are forwarded to the appropriate staff member
- Maintain a safe, clean and organized reception area
- Perform projects as assigned

Skills/Requirements:

- Minimum 5 years of office experience
- High School Diploma; additional certification in Office Management is a plus
- Proficient in MS Office Suites – Word and Outlook
- Professional appearance
- Excellent communication and customer service skills
- Detail-oriented and has strong organizational/time management skills
- Must be able to handle multiple projects
- Ability to work independently and within a team environment

The policy of this company prohibits any employment practice which in any way discriminates or tends to discriminate against any person, employee, or employment with respect to conditions or privileges of employment because of an individual's race, color, religion, national origin, ancestry, marital status, non-job related disability, past service in the Armed Forces of the United States, sex or age, as provided by law.

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