

## MISSOULA COUNTY AIRPORT AUTHORITY

**JOB TITLE:** Receptionist

**REPORTS TO:** Administrative Manager

**CLASSIFICATION:** Non-Exempt

**DATE REVIEWED:** March 2022

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### **JOB SUMMARY**

Under the general supervision of the Administrative Manager, manages reception area to answer multi-line telephone system and assist visitors and employees.

### **ESSENTIAL FUNCTIONS**

Answers incoming calls, responds to questions and/or forwards call to appropriate personnel or department.

Welcomes visitors to the office, assisting with badging information, travel information, guidelines, hotel, car rental, restaurant and general information.

Responsible for receiving, sorting and processing all incoming and outgoing mail. Maintains postage meter.

Responsible for duties related to daily opening/closing of the office.

Maintains employee and department directories and office files.

Monitors copier machine and assists staff with same, responsible for scheduling maintenance of copier machine.

Responsible for airport lost and found, maintaining office supplies.

Performs administrative duties for various staff members as requested.

Other duties as assigned.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

Develops partnerships with internal team members.

Advanced communication skills involving complicated topics.

Maintains confidentiality.

Follows instructions, responds to management direction.

Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs.

Follows policies and procedures; completes tasks correctly and on time; upholds organizational values.

Adapts to change in the work place; able to deal with frequent change, delays or unexpected events; manages competing demands; changes approach or method to best fit the situation.

Treats others with respect and consideration regardless of their status or position.

Applies feedback to improve performance; monitors own work to ensure quality.

### **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the minimum education and/or experience required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High School Diploma or general education degree (GED)
- One or more year of related experience or training
- Intermediate level skill in multi-line telephone system
- Intermediate level customer service skills
- Basic skills in Microsoft Office applications including Word and Excel
- Basic skills in time management
- Appropriate business casual attire

### **SPECIAL REQUIREMENTS**

Airport security procedures require that a background check be conducted prior to employment.

A current Montana driver's license is required.

### **WORKING CONDITIONS**

Most work is performed in an office setting. The position may be subject to work outside traditional hours. The position may intermittently be subject to stress due to time schedules and human behavior.

Some business travel may be required.

Close vision and ability to adjust focus required. While performing the duties of this Job, the employee is regularly required to sit and talk or hear.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.