Receptionist/Administrative Assistant
Position Description

Summary

As the first impression of callers and visitors, the Receptionist/Administrative Assistant is an essential part of the success of Nevada Public Radio. This position is primarily responsible for greeting and directing all station visitors, volunteers and guests, answering multi-line telephone with voice mail, routing and screening calls and answering member and listener questions. This position also provides administrative support to the CEO. The Receptionist/Administrative Assistant must be welcoming, friendly, organized and professional. This position will work 5 days a week from 9:30 am to 5:30 pm with one hour for lunch; however, flexibility in working hours is required as the office hours of the station are 8:30 am to 5:30 pm.

This position reports to the Administrative Manager.

Duties and Essential Job Functions

- Professionally and cheerfully administer all incoming phone calls by answering a multi-line phone system and directing calls to the appropriate staff or their voicemail and/or taking and delivering messages when necessary.
- Greet and direct visitors to the station in a professional, friendly and courteous manner making them feel welcome and comfortable.
- Provide administrative assistance to the CEO including, but not limited to maintaining calendars, scheduling meetings, coordinating travel arrangements, and providing other clerical duties as assigned.
- Receive, sort and distribute incoming mail, faxes, UPS and FedEx deliveries; prepare outgoing mail for the postal service and other mail carriers; assist staff with the proper use of the postage machine and maintain the inventory of postal supplies.
- Keep the reception desk, lobby and mailroom clean and tidy; maintain the inventory of and display Desert Companion magazines in the front area.
- Receive, stock and distribute office supplies; alert the Administrative Manager when supplies need ordering.
- Assist other departments with special projects, mailings, etc. as determined by the Administrative Manager.
- Perform clerical duties including faxing, copying, scanning, filing, sorting, etc. as needed.
- Participate in fundraising activities which may require overtime hours outside of normal working hours including some weekends and evenings.
- Cross train with Sales Coordinator on certain duties to include but not limited to: Marketron management software; media kit prep; and other duties as assigned by Administrative Manager.
- Other duties as assigned.
**Knowledge, Skills and Abilities**
The successful candidate will demonstrate the following:

- Outstanding phone etiquette with ability to tactfully handle difficult callers.
- Excellent verbal and written communication skills.
- Punctual, gatekeeper and safety/security minded.
- Able to work with minimum supervision.
- Customer-service driven.
- Working knowledge in MS Office (Word, Excel, Outlook, PowerPoint).
- Ability to multi-task with excellent time management skills.
- Strong organizational skills.
- Exceptional interpersonal communication skills.
- Ability to work independently on assigned tasks as well as to accept direction on given assignments.
- Able to work collectively in a mission-driven environment.

**Requirements**

- High school diploma or equivalent (GED); Associates degree preferred.
- 2 years of relevant experience and/or training, or equivalent combination of education and experience.
- Possess or have ability to become a Notary Public.
- Demonstrable track record of maintaining confidentiality of customer, donor, corporate and organizational information.
- Reliable transportation with valid NV Driver’s License for occasional errands.
- Must possess superior customer service, speaking and listening skills.
- A professional appearance and demeanor with the ability to deal courteously and diplomatically with the public both internal and external, on the phone and in person.
- Ability to work with fast paced, high performing executives and appropriately interface with similar executives in non-profits and corporations.
- Dependable, trustworthy and responsible team player, well organized, detailed and shows initiative, ability to multi-task with flexibility and openness to various duties.
- Very computer literate including Internet, Outlook, Word, Excel, PowerPoint and SharePoint programs.
- Knowledge and or quick learning of all NVPR activities, products and services.
- Must be flexible in scheduling to cover paid-time off for Administrative Manager and/or other instances outside normal working hours.
- Must be able to lift at least 30 lbs without assistance and work consistently for long hours sitting down.
- Patience, compassion and understanding necessary.
Compensation
Full-time, non-exempt position with excellent benefits package.

Application Process

Deadline: Open until filled

To Apply: Send a cover letter stating interest, salary history and source where you learned of the open position; and include your resume and three professional references.

Mail, E-Mail or Fax to:

Nevada Public Radio
Attn: Human Resources
1289 S Torrey Pines Dr
Las Vegas, NV 89146

jobs@nevadapublicradio.org

Fax: (702) 258-5646

Please No Phone Calls

Applicants considered for this position may be required to submit to a background check.

All Nevada Public Radio employees are asked to sign their understanding of and compliance with our Employee Handbook upon acceptance of an offer of employment. This document covers the benefits available to NVPR employees, our policies and procedures and our commitment to providing a safe, inclusive, non-discriminatory and welcoming work environment.

As stated in the NVPR Employee Handbook, Nevada Public Radio requires attendance by all employees at many station events including, but not limited to, the four weeks throughout the year when on-air fundraising campaigns are held. Vacation requests during these times will not be granted, except under extraordinary circumstances as approved by the CEO.

In addition, upon acceptance of an offer of employment, the successful candidate will be asked to sign in acknowledgement of receiving, reviewing and understanding of the responsibilities and essential functions of the position as stated and the at-will status of the position.

Nevada Public Radio is an Equal Opportunity Employer