

**TBI Airport Management, Inc.
Hollywood Burbank Airport**

Job Description

Receptionist

Reports to: Director, Business and Properties, Procurement and SMS

Status: Nonexempt

General Responsibilities:

Under general supervision, attends to the needs and inquires on the phone and face-to-face of customers, visitors, employees, tenants and vendors in a professional and courteous manner. In addition, performs other administrative duties as described below.

Essential Job Functions:

- Answers multi-line telephone switchboard.
- Screens and directs calls, records accurate messages and handles calls directly as necessary.
- Provides concise information to callers and visitors.
- Directs persons to correct destination; and restricts access to the facility without proper escort, arranges for escort.
- Validates parking tickets; and accurately records into electronic database.
- Receives, sorts and distributes incoming US Mail and other deliveries.
- Arranges pick-up or drop-off of deliveries including office supplies.
- Schedules and maintains all meeting room calendars in Outlook.
- Arranges meeting room set up and/or catering by contacting appropriate departments.
- Locates articles relevant to the Airport and aviation industry for news clippings, mounts articles, scans, emails and maintains files.
- Researches and updates all phone numbers used at the front desk on a regular basis.
- Updates and distributes agency-wide telephone list.
- Orders and distributes copy paper.
- Ships used toner cartridges to the recycler on a timely basis.
- Maintains a safe and clean reception and copy room area.
- Supports the administrative staff that provides reception and switchboard backup coverage.
- Ability to operate standard office equipment, including telephone, copier, fax, scanner.
- Excellent verbal communication skills.
- Ability to write business communication such as emails and short documents.
- Types 45 words per minute.
- Ability to work independently as well as part of a team.
- Ability to interact well with all levels of management and the public.
- Ability to interact in a courteous and professional manner throughout a variety of circumstances such as handling/directing telephone inquiries from the public;
- Maintain confidentiality of information and use judgment in disclosing information;
- Maintain a neat and orderly front desk area; assist internally with special projects as directed
- Participate as part of the team to achieve departmental objectives.
- Maintains security clearance as required by Airport Security Plan and TSA regulations.
- Performs other duties as assigned.

Health and Safety Responsibilities:

- Take reasonable and necessary precautions to ensure personal health and safety.
- Comply with TBI Safety Program policies and procedures.

Qualifications:

- Basic proficiency in Microsoft Office software, primarily Outlook, SharePoint and Excel. Ability to learn new software programs.
- Knowledge of customer service principles and practices.
- Knowledge of administrative and clerical procedures.

Normal Working Hours:

Monday through Friday, 8 am to 5 pm, or approved alternative schedule in accordance with TBI policy. Occasional approved overtime may be required. Work schedule may change anytime which includes nights and weekends based on business and work demands.

Interested Candidates May Apply by clicking the following link:

<https://www.ondemandassessment.com/link/index/JB-AZ27MII8V?source=HB-Website&u=137146>