

TBI Airport Management, Inc. Hollywood Burbank Airport

Job Description

Receptionist

Reports to: Director, Operations and Maintenance

Status: Non-exempt

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 and Excel. Ability to learn new software programs.
- Knowledge of customer service principles and practices.
- Knowledge of administrative and clerical procedures.

To Apply: Please forward your resume to employment@bur.org.