

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

**Job Description**

# **Receptionist**

**Reports to:** Sr. Manager of Human Resources and Strategic Planning

**Status:** Nonexempt

**General Responsibilities:**

Under general supervision, attends to the needs and inquires on the telephone 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 needed.
- Provides concise information to callers and visitors.
- Directs persons to correct destination and restricts access to the facility without proper escort; arranges for escort.
- Assists Communication Center with test of “panic button” each morning.
- Validates parking tickets according to policy.
- Receives, sorts and distributes incoming US Mail and other deliveries; picks up weekend mail from Police substation on Mondays.
- Arranges pick-up or drop-off of deliveries including office supplies.
- Ships Federal Express items using company account on-line through FedEx website.
- Schedules meeting rooms for tenants or employees in Outlook calendars as needed.
- Arranges meeting room set up or catering with appropriate departments as needed.
- Receives, date stamps and logs bid proposals, RFPs, RFQs as directed by Procurement department as needed.
- Orders and distributes copy paper as needed.
- Ships used toner cartridges back to suppliers as needed.
- Schedules maintenance/repairs and orders supplies for the Xerox Workcentre 7970 copier.
- Researches and updates all phone numbers used at the front desk on a regular basis.
- Supports Administrative staff who provide reception coverage and Communication Center Staff who provide telephone coverage for break periods.
- Maintains a safe and clean reception and copy room area.
- Performs other duties as assigned.

**Qualifications:**

- Types 45 words per minute.
- Proficiency in Microsoft Office Software.
- Ability to learn new software programs.
- Knowledge of customer service principles and practices.
- Knowledge of administrative and clerical procedures.
- 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.

- Ability to work independently as well as part of a team to achieve departmental objectives.
- Ability to interact well with all levels of employees, management, tenants and the public.
- Maintain confidentiality of information and use judgment in disclosing information.
- Maintain security clearance as required by Airport Security Plan and TSA regulations.

**Health and Safety Responsibilities:**

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

**Normal Working Hours:**

Monday through Friday, 8:00 am to 4:30 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 Applicants may apply for following the link below and completing the online assessments:**

<https://www.ondemandassessment.com/link/index/IB-S7F4II2XI?source=HB-Website&u=137146>