

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

Job Description

Receptionist

Reports to: Sr. Human Resource Generalist

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.
- Orders and distributes copy paper as needed.
- Ships used toner cartridges back to suppliers as needed.
- Schedules maintenance/repairs and orders supply for the 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:

- 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. 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 by clicking the link below and completing the online assessments:

<https://www.ondemandassessment.com/link/index/JB-I81WDYR3Q?source=HB-Website&u=137146>