

Administrative Secretary – Facility

Position Summary:

Perform a wide range of administrative and office support activities for the department and/or managers to facilitate the efficient operation of the organization.

Essential Duties and Responsibilities:

- Receives, processes, and books facility reservations
- Books requested facility location, date, and time.
- Prints customer contract; collects fees.
- Advises customers regarding facility policies for special events.
- Contacts customers prior to events; provides key pickup; collects remaining account balances.
- Consults with clients and customize floor plans for events
- Coordinates event layout with maintenance personnel; communicates with security personnel regarding event bookings.
- Responsible for providing information to administrative staff/Janitorial Contractor on upcoming facility usage that will require setup and cleanup of facilities.
- Serves as a primary contact during event(s) between the clients and guests and the Event Center to ensure facilities, equipment, physical setup, and labor provided meet the requirements of event and contractual agreements within the constraints of safety, health, and fire code standards.
- Assists clients with services and features in the Center, including by not limited to objects such as sound, general lighting, audio visual equipment, parking, loading areas, wheelchair accessible entrances/exits; and of services that are available through outside contractors.
- Greets clients and guests upon arrival in a friendly and professional manner.
- Monitors events to ensure guest and vendor safety, client requests are delivered and to ensure City policies have been followed.
- Performs administrative support functions to maintain facility and system operations; provides customer service support in Center office, over the phone, electronically and by leading tours of the facility.
- Promote the organizations values, vision, and direction
- Be familiar with Floresville's history, hotels, and restaurants, etc.
- General clerical duties including photocopying, email, fax and scanning
- Maintain electronic and hard copy filing system
- Retrieve documents from filing system
- Handle requests for information and data
- Resolve administrative problems and inquiries
- Prepare written responses to routine inquiries

- Maintain office supply inventories
- Other duties as necessary or assigned

Qualifications:

Education/Experience:

- Graduation from high school or GED equivalent, at least two (2) years clerical and administrative experience (local government preferred)

Required License or Certifications:

- A valid Texas Driver's License.
- TABC certified or willing to obtain TABC certification

Knowledge, Skills and Abilities:

- Computer skills: Microsoft Word, Excel, Power Point
- Knowledge of operation and standard office equipment
- Knowledge of clerical and administrative procedures and systems such as filing and record keeping
- Knowledge of principles and practices of basic office management
- Planning, organizing, and prioritizing
- Attention to detail and accuracy
- Flexibility and adaptability
- Effective communication skills, both verbal and written, for positive relationships with clients, guests, City employees, citizens, external agencies, vendors and public.

Physical Demands / Work Environment:

- Work is performed in a public facility, indoors and outdoors in all weather conditions.
- Must be able to work weekdays, weekends and holidays on any assigned shift; work is intermittent and scheduled based on event and office needs. Hours of work per week may vary depending on assigned duties. May be required to work immediately before, during or after an emergency or disaster.