



THE JAMES DICK FOUNDATION *for the* PERFORMING ARTS

## **ROUND TOP FESTIVAL INSTITUTE**

PO Box 89, Round Top, TX 78954 • (979) 249-3129 • festivalhill.org

### **Office Assistant/Receptionist Position**

Full-time, 40 hours per week, some overtime. Benefits: paid time off, group health insurance; reports to Office Manager

#### **DUTIES**

- 1) Receptionist Duties
  - a) Answer phone at the switchboard and route calls.
  - b) Greet visitors.
- 2) Take orders over the phone for concerts and forums.
  - a) Process phone orders in the web-based ticket-sales system, including credit card payments, while the caller is on the phone.
  - b) Enter processed orders in the mailing list (Access database).
  - c) Set up events in the mailing list.
- 3) Assist in Box Office during concerts when scheduled.
- 4) Maintain office calendars: master calendar (Word document), wall calendar in the main office, staff web calendar.
- 5) Monitor office supply inventory.
- 6) Use Pitney Bowes postage meter to apply proper postage to outgoing mail.
- 7) Assist with bulk mailings.
- 8) Filing
- 9) Other tasks as assigned

#### **REQUIREMENTS:**

- 1) Must be able to work evenings and weekends, especially from June 1 to July 15 (approximate dates, 6 weeks each summer)
- 2) Must be able to:
  - a) Work with the public;
  - b) Work as a team player;
  - c) Take direction;
  - d) Work in a shared office environment (busy, noisy);
  - e) Multi-task;
  - f) Pay attention to detail.
- 3) Must have good organizational skills.
- 4) Must have good verbal and written communication skills.
  - a) Must be fluent in the English language.
  - b) Practice proper phone etiquette.
  - c) Spelling and grammatical proficiency required.
  - d) Must be able to compose professional emails.
- 5) Required Computer Skills:
  - a) Use Excel to create spreadsheets and lists.
  - b) Use Word for word processing and merge with Excel database to create labels.
  - c) Use an Access program for entering contacts and orders in the mailing list.