

## **Travelers Baseball – Office Receptionist**

**Start Date: ASAP**

**Job Summary:** Manage the Front Desk at Dickey-Stephens Park. Provide exceptional service to Fans, Clients, and Visitors of the Park. Serve as the initial point of contact for walk-in visitors, answering phones and general emails. Assist with clerical / administrative duties and keep the front office presentable and inviting to guests.

**Employment Type:** Probationary for 2 weeks (10 business days). If extended, the role will be part time Hour Work Day + 1 Hour Unpaid Lunch (hours will shift between 8:30am to 5:30 pm depending upon the time of the year)

**NOTE:** 2 week Probation Period

**Pay Rate:** \$13 per hour

**Responsibilities Include:** All duties and responsibilities are determined by Management. All duties and responsibilities are also under the direction of Management and are subject to change at any time:

- Answer all in-bound telephone calls, answer basic questions and direct any more detailed questions to the proper department, in a polite and timely manner.
- Manage travs@travs.com email account, answer any basic questions and forward any more detailed questions to the proper department, in a polite and timely manner.
- Responsible for logging all Clubhouse packages accepted into the office, and transferring them onto a digital spreadsheet, to be submitted to Management on the 1st of each month.
- Responsible for delivering packages to the appropriate department / person
- Accept, sort and distribute mail & other packages daily
- Lead contact for Non-Travs related events (photo shoots, proposals, parking lot use, charity fundraisers, etc.)
- Responsible for accepting all donation requests, determining if the Travs should donate and providing the proper feedback to each request in a timely manner (Family Four Packs) · Maintain a database of all "Family Four Pack" donations to provide Management with a report and to help prevent double donations to the same organization or event.
- Assist with administrative tasks such as, but not limited to; stuffing envelopes, printing lineups and standings sheets, stuff scorecards, select and prepare "lucky number" program winners and prizes, organize files, proof read documents, laminate, create and cut coupons, make copies, scan files, maintain filing systems (both electronic and physical)
- Vacuum the entire front office daily at regularly scheduled time
- Keep the front desk / entry to the office clean and tidy
- Keep break room tidy at all times
- Work alongside fellow co-workers of the Travelers organization to meet objectives · Any other tasks or responsibilities assigned, delegated or requested by Management

**Qualifications:**

- Verbal and written communication skills to interact clearly with Fans, Clients, Visitors, and other employees
- Organization skills to keep accurate and complete files (both physical and electronic)
- Perform a wide variety of tasks throughout the day
- The ability to multi-task
- Patience and listening skills to respond appropriate and interact positively with customers
- Interpersonal skills to create a pleasant experience for all who come to Dickey-Stephens Park
- Availability to work Non-Travs Events (potentially after 5:30pm, on weekend and holidays)
- Flexible availability

**TO APPLY: Email resume to [montag@travs.com](mailto:montag@travs.com)**