

Job Title: Secretary Convention Center

Supervisor: Administrative Coordinator Convention Center

Incumbent(s):

Responsibility and Accountability

Functional responsibilities	Method of accountability
1. Convention Center space and room rental bookings	Customer Evaluation, Compare last year revenue to this year revenue
2. Customer satisfaction of Convention Center customers	Follow-up on customer requirements
3. Accounts receivable and payable	Supervisor review
4. Cash deposits	Audited accounts and receipts

Most important frequently occurring tasks	Percentage of total time consumed by this task	Purpose and desired outcome of the task	How often is this task performed (Daily, Weekly, Monthly)
1. Giving information about Center over the phone	25%	Selling usage of Convention Center to build revenue	Daily
2. Show the Center to prospective customers and develop their specifications for Center setup	25%	Selling usage of the Center to build revenue	Weekly
3. Bill for services and collect fees for usage of Center invoicing and ledger maintenance	25%	Collect revenue due the City	Daily
4. Give information to tourists about the City of Fallon	15%	Promote tourism for the City of Fallon	Daily
5. Monthly reports, calendar of events, correspondence and special event projects	10%		Daily
Total	100%		

Public Safety

Tasks that impact public Safety and health	Please explain the purpose and desired outcome of the task	Frequency of the task (Daily, Weekly, Monthly, Annually)
None		

Customer Service*Direct customer contact (face to face)*

Tasks	Purpose and desired outcome of the task	Frequency of the task (Daily, Weekly, Monthly, Annually)
1. Show the Center and develop set up specifications	Promote and sales of Convention Center and developing customer expectations	Biweekly
2. Delivery of Fallon brochures to all motels	Promoting tourism	Semiannually
3. Delivery of special event flyers to businesses	Promoting tourism and information of events for public	Semiannually
4. Interaction with tourists and visitors	Promote tourism and visitor relations	Daily

Indirect customer contact (over the phone or by mail)

Tasks	Purpose and desired outcome of the task	Frequency of the task (Daily, Weekly, Monthly, Annually)
1. Giving information about Center over the phone	Sales and promotion of Convention Center	Daily
2. Request for information	Promote tourism	Biweekly
3. Billing and receiving money from customers	Collect revenue for service rendered	Daily
4. Mail out license renewals	Collect revenue and keep licenses current	6 per day, 30 minutes per

Knowledge, Experience, Education and Certification

Knowledge: Personal Computer, word processing and spreadsheet software, good customer relations skills.

Experience: One year customer service experience along with one year of personal computing in a workplace environment.

Education: High School diploma computer training in spreadsheet, word processing software, ongoing training to update skills in new software and software upgrades

Certification: No certifications are required for this job

or

any equivalent combination of education and experience

Leadership (management and supervision)

Supervisor (name)	Title	Employees reporting to this supervisor
None		

List the employees by name and title that report to you and for whom you are the direct supervisor.

Employee (name)	Title
None	

Leadworker to:	Title
None	

Performing Different Jobs

Tasks performed outside of normal Job	Purpose and desired outcome of the task	Percentage of time consumed by this task	How often is this task performed (Daily, Weekly, Monthly)
1. Coffee making, water service, and help with setup	To assist customers using the Center with their needs	5%	Weekly
2. Nevada committee on tourism	Order various brochures	5%	Bimonthly
3. Special events	Assist director with tourism impact	10%	Monthly

Job Hazards

Tasks	How performance of the task can cause harm to personal health or safety.	Frequency of the task (Daily, Weekly, Monthly, Annually)
1. Normal office environment		

Problem Solving Complexity

Problem you have experienced	Solutions you came up with	How you arrived at the solutions	Who approved the solution
1. Customer scheduling problems	Rescheduling to meet both customer needs	Call the customers and negotiate an acceptable compromise	Self
2. Designing various report formats on excel & word-perfect software	Use computer to design template reporting formats	Develop complete understanding of information needs	Executive Director

Physical demands: Occasional lifting, walking, some bending, stooping, periods of standing and squatting.