

AMERICAN FILM INSTITUTE/AFI SILVER THEATRE AND CULTURAL CENTER

JOB DESCRIPTION

POSITION: Receptionist, AFI Silver Theatre and Cultural Center
DEPARTMENT: Administration, AFI Silver Theatre and Cultural Center
LOCATION: Silver Spring, MD

PRINCIPAL RESPONSIBILITIES:

The Receptionist is the first voice and face of the AFI Silver Offices and should present a courteous and professional introduction to the organization. This position provides administrative support to the AFI Silver Staff by answering switchboard, greeting guests, and accepting deliveries.

PRINCIPAL DUTIES:

- Answer main theatre phone line and direct calls to appropriate departments and take messages as necessary.
- Greet visitors to the administrative offices and direct them to appropriate offices (including bringing visitors through security system).
- Maintain a professional appearance in the reception area.
- Receive and respond to questions from the general public and members on the phone, in person, and via email.
- Receive and distribute all mail and packages deliveries.
- Maintain outgoing schedule for mail and packages.
- Maintain theatre Lost and Found inventory record.
- Maintain a detailed office calendar that is accessible to all staff.
- Record minutes for weekly production & marketing meeting and bi-weekly staff meeting
- Generate programming summary based on current PREVIEW programming guide to assist Front of House staff in responding to basic program inquiries.
- Assist Theatre Managers in tracking staff ticket requests.
- Ensure information on the Phone Information line and AFI Silver Website is accurate.
- Track patron comments and forward to appropriate staff.
- Perform other duties as assigned.

EXPERIENCE/SKILLS REQUIRED:

- High-school diploma required.
- Minimum 1 year experience with multi-line phone systems.
- Strong interpersonal skills with ability to deal courteously and effectively with all callers and visitors.
- Excellent verbal communication skills.
- Strong basic writing skills, including accurate spelling and grammar and the ability to proofread.
- Knowledge of office equipment including fax machine, copier and postage machine.
- Computer proficiency in Macintosh with knowledge of Microsoft Word, Excel, PowerPoint and Filemaker Pro.
- Experience within non-profit arts organizations preferred. Knowledge of theaters, film and film festivals operations helpful.

- Proven ability to handle numerous details, with appropriate follow up and reporting activities.
- Strong self-motivation and self-initiative; ability to take direction as well as work independently on multiple projects.
- Outgoing team player with a good sense of camaraderie.
- Ability to deal gracefully with rapidly shifting priorities.

SUPERVISION:

The Receptionist performs all duties and responsibilities subject to guidance and supervision of the Office and Administrative Manager.

FULL-TIME	<u> X </u>	If full-time, number of months per year	<u> 12 </u>
REGULAR	<u> X </u>	If part-time, number of hours per week	<u> </u>
TEMPORARY	<u> </u>		

Incumbent:

DOH:

Incumbent Signature Date

Supervisor's Signature Date