

Administrative Assistant/Receptionist

Working Title:	Administrative Assistant/Receptionist
Department:	Administration
Date Written/Revised:	January 2018
Reports To:	Director of Sales & Marketing, President
Direct Reports:	none
Salary Range:	Based on experience, full time position

Uphold and deliver Watermark's Brand Statement:

Brand Essence Statement

Watermark immerses people in the history, culture and fun of the Chesapeake area more completely than any tour or charter company. Whether you want to learn or just enjoy, no one else offers so many ways to experience this special place, both by land and by water, in less than an hour or as long as you like. In fact, we originated the idea of giving our guests a truly authentic Chesapeake experience over thirty years ago. And our unique training program ensures that everyone in the company, from period-dressed tour guides to captains to event planners, are still the people that share that experience in the most interesting and exciting way.

Summary of Position: Under supervision of Director of Sales & Marketing: Basic office communication including answering phone, customer service, taking messages, email, etc.; office organization including filing, inventory, office presentation; support and backup for any function of office as needed; Maintaining organization of office and systems including basic office equipment, phones, facilitating troubleshooting of computers, software, office plant. Supports Group Tour Managers. Reports as requested including tracking for special events, etc. Weekly Tour Schedule development and distribution as well as weekly phone message updates as needed. Plans, organizes, and manages the integrated administrative activities of a hospitality/leisure/tour company in an informal environment.

Essential Functions:

- This is the Director of First Impressions position and position requires the person to be courteous, helpful and knowledgeable about Watermark offerings to the public as well as internal processes.
 - Physical presence in the Sales office full-time; occasional weekend morning in-season office coverage required.
 - Primary function is to answer phones in a courteous voice with knowledge of who best to answer requests (charter, group, ops, etc.) and have good working knowledge of basic information for leisure questions and issues including booking online tickets.
 - Print reports as needed for office, including but not limited to: Monday afternoon printing of Function Report; Tuesday Mornings, Revenue Projection Reports for President; Friday Mornings– Function Report for President and all boats downtown (in season); other reporting as requested.
 - Support Group Tour team with appropriate customer interface; follow-up.
 - Maintain phone system including message recordings, time change information, phone maintenance.
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- Maintain good working order of copier, other systems in office.
- Track requests for Brochures. Arrange for distribution as needed.
- Shipping as needed - various methods – FedEx, UPS, USPS. Receiving and notifying staff of package arrivals

Language Skills: Must be fluent in English. Helpful if conversant in Spanish. Ability to read, analyze and interpret general business documents, safety rules, professional journals, technical procedures, and governmental regulations. Ability to compose reports, business correspondence, task lists and procedure manuals. Ability to effectively present information and respond to questions from managers, team members and guests. Ability to create and maintain inventory management systems.

Reasoning Ability: Ability to apply creative solutions to practical problems and situations where limited standardization exists. Ability to remain flexible in determining a variety of problem solving approaches. The employee must have the ability to maintain emotionally healthy composure and professionalism in stressful situations.

Physical Demands: The physical demands described here are representative of those that must be met by the Employee to successfully perform the essential functions of this job. While performing the duties of this job, the Employee is regularly required to stand, walk, use hands to finger, handle, or feel objects, tools, or controls, and speak or hear. The employee is frequently required to reach with hands and arms and taste or smell. The Manager must regularly lift and/or move up to 15 pounds. Specific vision requirements include close vision, and the ability to adjust focus.

Minimum Qualifications:

- Must be dependable, reliable.
- Must be computer literate with working knowledge of Microsoft Office (Word, Excel primarily) and have the ability to learn software systems for ticketing, contracts, reporting.
- Must be able to communicate effectively in person, on phone, in email, in correspondence.
- Knowledge of principles and practices of organization, planning, records management and general administration.
- Ability to communicate courteously and effectively.
- Ability to operate standard office equipment, including but not limited to, computers, telephone systems, typewriters, calculators, copiers.
- Ability to follow oral and written instructions.

Travel Required:

- Minimal Travel

To Apply: Email your resume and a cover letter to debbie@watermarkjourney.com.