

Title: Assistant to the Sales & Client Services
PG: 24
Status: Non-Civil Service
Position Reports to: Sales Director
Department: The Lakeland Center

Class Code: 6100
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

This is responsible work involving office support duties for Sales and the Client Service Department. Duties may include answering telephones, processing correspondence, filing, preparing expense reports and providing receptionist support. The exact duties will be determined by each department manager. However, priority to the division of the work load will be given to the Sales Department followed by Client Services.

ESSENTIAL FUNCTIONS:

1. Process all correspondence including, but not limited to sales kits, contracts, reports and other projects.
2. Follow up with clients with regards to the timely receipt of signed event contracts and necessary event documentation.
3. Accept and return sales calls in the absence of the Sales Director.
4. Gain and understanding of the USI computer system in order to check availability of facility for clients.
5. Develop and maintain database of current and prospective clients for direct mail campaigns.
6. Prepare expense reports for department review and log all P-card transactions with City of Lakeland accounting department.
7. Maintain a professional attitude, demeanor and attire at all times.
8. Cover for receptionist as needed.
9. File event folders in community files once the event has been closed out.

ADDITIONAL RESPONSIBILITIES:

1. Performs related work as required.

KNOWLEDGE, SKILLS & ABILITIES:

1. Knowledge of filing systems and the ability to develop appropriate and efficient systems and procedures.
2. Knowledge of Microsoft Office applications.
3. Skill in answering telephones appropriately and greet the public in a friendly and courteous manner.
4. Skill in the operation of personal computers, other office machines and equipment.
4. Skill in communicating effectively both verbally and in writing.
5. Ability to learn the Ungerboeck System.
6. Ability to establish and maintain effective working relationships with supervisor, co-workers, other City employees and the general public.
7. Ability to work under minimal supervision for extended periods.

WORKING ENVIRONMENT/CONDITIONS:

Requires mostly sedentary work that will involve walking or standing some of the time, lifting up to 10 pounds on a recurring basis, and routine keyboard operations.
Environmental exposures bright/dim lights.
The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, and texture perception .

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QUALIFICATIONS (EDUCATION, TRAINING AND EXPERIENCE):

1. High school diploma or its equivalent.
2. One (1) year experience in an office environment working with standard office equipment (copiers, phones, fax machines and computers.)
3. One (1) year experience with Microsoft Office applications.
4. An equivalent combination of education and experience that is determined to be directly related to the foregoing specific requirements may be substituted.

SPECIAL REQUIREMENTS:

1. Must possess and maintain a valid state Florida Drivers License
2. Must be able and willing to maintain a valid home telephone.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.