Receptionist/Administrative Assistant

This position is expected to pay $12.00 per hour and pay is based on experience.

**Note:** This is a full-time (40 hours per week), probationary, non-exempt position

**Organizational Description:**

The Fresno Chaffee Zoo inspires wonder of our natural world, provides an engaging learning environment, and creates a passion for conservation. Serving the central San Joaquin Valley, the Zoo is committed to sustaining professional active participation in wildlife conservation, research and wildlife education. As a proud recipient of the AZA Top Honor Exhibit Award, we are committed to providing our local community and the AZA community exhibits and programs we all can be proud of.

November 4th, 2014 marked an important day for Fresno County as our community voted to continue to financially support the Zoo through the approval of Measure Z. This measure provides us with financial security that allows us to continue to offer an incredible experience for our guests while providing excellent animal care, and a challenging yet fulfilling working environment.

Fresno Chaffee Zoo is a dynamic organization, continually seeking to provide excellent animal care, an excellent customer experience and an excellent place to work. The zoo is a fast-paced organization with multiple new and expanding exhibits.

Fresno Chaffee Zoo is seeking to hire a knowledgeable, outgoing and customer-oriented Full Time Receptionist in our Administration department. The successful candidate must be comfortable working with the public. This position must maintain enthusiastic interaction with guests and provide excellent service to customers of all ages. The Zoo employees’ positive interactions with customers create the unforgettable customer experience that keeps patrons coming back.

Fresno Chaffee Zoo is searching for a knowledgeable, outgoing and guest-oriented Receptionist. This position is full-time, regular, and benefited. The Receptionist might have to work evenings, weekends, and holidays. At Fresno Chaffee Zoo, it is critical to have a strong focus on guest service. Our employees’ positive interactions with guests create the unforgettable guest experiences that keep patrons coming back. If you match this description, apply as directed below. The Department of Information Systems and Decision Sciences offers a Computer Information Systems option for undergraduate Business
Administration majors in the Craig School of Business. A Certificate in Computer Information Systems and a Certificate in Network Management is also offered for students who do not intend to complete the Business Administration/Computer Information Systems option.

**Overview:**

Under the general supervision of the Executive Assistant of the CEO, the incumbent supports the mission of the Fresno Chaffee Zoo by assuring that all administrative requirements are completed in a timely manner, and a high spirit of cooperation exists in dealing with all other staff, students, faculty, community members and administrators who are served. This position serves as the departmental contact and provides administrative information for the staff and community. The primary purpose of this position is to provide operational administrative support for the Administration department. Accordingly, a high degree of autonomy is afforded the position requiring considerable judgment and discretion.

In addition, the incumbent must take initiative to independently plan, organize, coordinate, prioritize, and perform work in diverse areas of responsibility.

**Position Summary:**

Oversee the day-to-day administrative operations of the department and serve as the primary source of information for the Administration department.
Draft and prepare correspondence and other administrative materials as needed.
Intake visitors at the Administration office, including but not limited to: zoo guests, vendors, contractors, and deliveries.
Assisting various departments with projects as requested and approved.
Answer all incoming phone calls and deliver excellent service to Zoo guests and employees, providing request information or referring them to the appropriate department/person.
Answer incoming calls in a friendly, professional manner. Assists callers or route to the appropriate party.
Monitor all staff radio communication and respond to calls to Base as needed.
Accurately process incoming and outgoing mail and shipments.
Receives shipments and insures accurate distribution throughout the Zoo.
Coordinate with other departments and outside organizations to schedule events, conferences, meetings and interviews.
Reserve appropriate meeting rooms and facilities as needed.
Serve as the Communications Lead for the Emergency Team.
Assist with the preparation of Board and Board committee meetings.
Organize and inventory office supplies, and inform manager when supplies are low or equipment needs to be replaced.
Perform administrative duties including photocopying, filing, and other tasks as needed.
Perform duties as assigned with accuracy and completeness.
File, Scan, and Record Keeping as designated.

**Minimum Qualifications:**

Associate or Bachelor’s degree in business or administrative related fields preferred.
Proficiency with Microsoft Office suite is required. One to two years comparable experience.
as a receptionist and/or administrative assistant; knowledge of and experience with accounting.

If you have the desire and skills needed to help create an excellent customer experience at Fresno Chaffee Zoo, apply by **July 30, 2017** as directed below.

Please submit resume to careers@fresnochaffeezoo.org or mail to: Fresno Chaffee Zoo Corporation, 894 W Belmont Ave. Fresno, CA 93728.

Applicants can visit www.fresnochaffeezoo.org to apply online. Fresno Chaffee Zoo is an Affirmative Action/Equal Opportunity Employer.