

## Office Manager - Regular, Full Time

This non-management, 40-hour per week position represents the I-X Center as the initial contact with the public and clients in the administration office during regular business hours. This employee provides the highest level of guest service to both internal and external clients, providing event information and routing calls to the appropriate personnel. This position consistently provides a high level of attention to detail with all company, client, guest correspondence.

## RESPONSIBILITIES

- Receive and route incoming in-person and phone requests for the administration office.
- Provides assistance to the public & clients with questions or routes to appropriate personnel as required.
- Maintains the telephone system including basic programming and updating pre-recorded messages to reflect up-to-date administrative and event information.
- Responsible for opening and closing of Administration Office during regular office hours.
- Process incoming mail daily; sort, open and distribute to appropriate department
- Orders office supplies.
- Provides basic clerical support services including filing, maintenance of attendance reports and record keeping.
- Maintains office equipment including postage machine, fax machine, printer and copy machine.
- Represent the company providing the highest level of guest service to internal and external clients.
- Responsible for shipping and receiving of non-freight parcels.
- Responsible for gaining well-rounded knowledge of the building and events.
- Maintain master event resume binder with ticket and show details.
- Must work on-site, maintain excellent attendance, and contribute to a safe & healthy work environment.

## QUALIFICATIONS

- Proficient with use of a PC in a Windows format and excellent, accurate typing skills
- Demonstrated knowledge of Microsoft Word, Excel, Web-based software, and Outlook
- Ability to learn event-based systems (EBMS) and department processes
- Ability to edit documents with a high degree of accuracy
- Demonstrated attention to detail both verbally and in writing
- Ability to work independently and foster a culture of teamwork
- Demonstrated ability to consistently perform and prioritize work in a fast-paced environment
- Ability to successfully interact and collaborate all team members professionally and supportively.
- Excellent organizational and time management skills; ability to delegate tasks as required.
- Consistently represent the company with a professional and well-groomed appearance.
- Ability to interact with a diverse spectrum of individuals calmly, professionally, supportively.
- Ability to adhere to highest standards of ethics, integrity, professionalism, and discretion. Ability to execute solid management decisions quickly and efficiently.
- Ability and willingness to work extended hours (i.e. evenings, weekends, holidays), as frequently required by event or business necessity.
- Ability to develop and maintain cooperative working relationships with company and business contacts.
- High school diploma or equivalent
- Completed college course work in an applicable field preferred
- Two years' experience in a similar administrative / company representative role preferred
- Combined education/experience maybe evaluated to meet minimum requirements

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*At OVG, we understand that to continue positively disrupting the sports and live entertainment industry, we need a diverse team to help us do it. We also believe that inclusivity drives innovation, strengthens our people, improves our service, and raises our excellence. Our success is rooted in creating environments that reflect and celebrate the diverse communities in which we operate and serve, and this is the reason we are committed to amplifying voices from all different backgrounds.*