



# CONCIERGE: PART-TIME JOB SHARE

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## POSITION DESCRIPTION

The Concierge is primarily responsible for meeting and greeting visitors to Winter Park and the Winter Park Chamber of Commerce in a friendly, warm, professional manner. The Concierge will be expected to enthusiastically promote the Winter Park Chamber of Commerce as well as Winter Park in general. They are responsible for answering incoming telephone calls in a timely manner and either transferring the call or taking a clear message. The Concierge performs visitor data collection at the Welcome Center; is responsible for planning and promoting concierge services for our members; assists in special events, handles reservations, files, and other administrative tasks the Chamber team may need help with. The ideal candidates would be knowledgeable about Winter Park and also comfortable in a professional work environment. Must be comfortable with a specific dress code for this position.

## EXPERIENCE, EDUCATION AND SKILLS REQUIRED

High school diploma (or equivalent) required. Prior general administrative or Concierge experience required. Business background preferred. Knowledge of the Winter Park community preferred. Must be friendly, enthusiastic about the Chamber, and must project a helpful, willing-to-please demeanor. Superior telephone skills, good grammar, and ability to communicate clearly and with a smile required. Good judgment and ability to prioritize callers' needs is essential. Must possess legible handwriting. Must be detail-oriented and organized. General computer knowledge and ability required (Microsoft Word, Excel, Publisher, PowerPoint and Internet). Must possess ability to operate general office equipment.

## HOURS

M - F 8 am - 1 pm

## APPLICATION PROCEDURE

Interested applicants should send their resume with contact information. They will later be contacted to set up an interview at the Chamber.

## CONTACT

Theresa Nowotny  
Director of Finance and Operations  
151 West Lyman Avenue  
Winter Park, FL 32789  
Phone: 407-644-8281  
E-mail: [tnowotny@winterpark.org](mailto:tnowotny@winterpark.org)

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## POSITION FUNCTIONS AND DUTIES

- Answer all incoming telephone calls in a professional, pleasing manner. Take appropriate action by transferring calls or taking and relaying messages in a timely manner.
- Greet visitors to the Chamber in a professional, friendly manner. Answer any questions and distribute information, as requested.
- Coordinate distribution of faxes, mail, e-mail, and other information to staff.
- Provide administrative staff support. Ensure all correspondence is typed, prepared and mailed accurately and timely. Enter all necessary information into computer.
- Maintain files in an organized and consistent fashion.
- Maintain front office area of Chamber. Ensure neatness of display and informational materials.
- Maintain cleanliness of the 1st floor of the Welcome Center; including community room, Galloway Room, storage areas, kitchen area and the entrance to the building.
- Handle the Community Room and Second Floor Conference Room Reservations.
- Contact the City for Set up of the Community Room. Ensure cleanliness of Community Room pre and post events.
- When needed, help with the Technical Equipment.
- When appropriate, contact the City regarding any issues related to the Chamber of Commerce/Welcome Center building.
- Assist reservations for special events, Board meetings and other chamber functions.
- Open and close office daily. Ensure lights are on/off, A/C is properly set, equipment is turned on/off, doors are locked, etc.
- Perform required administrative tasks to include sorting and mailing bills, creating and updating forms and preparing/sending mail on a regular basis and assisting in any area where help is needed.
- Maintain statistical data for visitors to the Chamber, information sent out to visitors, leads/referrals to the Chamber members and other statistical data.

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## TYPICAL PHYSICAL AND MENTAL DEMANDS

Requires constant (67% - 100%) sitting for long periods of time. Requires frequent (34% - 66%) movement about the office building. Requires constant answering/using the telephone. Requires frequent bending and reaching to file and retrieve file information. Requires corrected vision and hearing to normal range. Requires ability to communicate clearly. Requires occasional (0% - 33%) lifting (up to 10 pounds). Requires ability to work in front of computer monitor and on keyboard for extended periods of time.

## TYPICAL WORKING CONDITIONS

Requires constant contact with members, visitors, and co-workers. Work is performed in air-conditioned/heated facility. Majority of work is performed at a desk.

## SPECIAL EQUIPMENT

Must possess working knowledge of office machines and equipment including, but not limited to: computers (hardware and software), printers, scanners, calculator, multi-line phone system, copier, postage machine, and facsimile machine.

THIS DESCRIPTION MAY NOT BE ALL-INCLUSIVE AND EMPLOYEES ARE EXPECTED TO PERFORM ALL OTHER DUTIES AS ASSIGNED AND DIRECTED BY MANAGEMENT. POSITION DESCRIPTIONS AND DUTIES MAY BE MODIFIED WHENEVER DEEMED APPROPRIATE BY MANAGEMENT.

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