



Position Description

Position Title: Front Desk Receptionist/Administrative Assistant

Department: Administration

Reports to: Director of Finance

Type: Non-Exempt

Organizational Description

Naples Botanical Garden is a 170-acre world-class paradise, featuring the flora and cultures of the tropics and sub-tropics between the latitudes of 26 degrees north and 26 degrees south, including Brazil, the Caribbean, Southeast Asia, and Florida. The Garden's mission is to connect people and plants through display, education, conservation, and science. The Garden's hands-on interactive Smith Children's Garden, along with 90 acres of beautifully restored native habitats, formal Gardens, walking trails and public programming offer education and enjoyment for people of all ages. Naples Botanical Garden is a 501(c) 3 organization.

Position Summary

Naples Botanical Garden is a fast-growing nonprofit organization dedicated to plant conservation and serving as an anchor cultural institution in Southwest Florida. The front desk receptionist/administrative assistant performs routine clerical and administrative work in answering telephones, receiving the public, providing customer assistance, data processing, and record-keeping. Deals with a diverse group of important external callers and visitors as well as internal contacts at all levels of the organization.

Essential Functions

- Answers Main Phone for the Garden. Takes messages or fields/answers all routine and non-routine questions; directs calls accordingly. Works in cooperation with other assistants to cover phones.
- Receives the public and answers questions, in person and by telephone; responds to inquiries from employees, vendors, and guests and refers, when necessary, to the appropriate person or department.
- Assists public with the use of facilities.
- Maintains office supply inventory.
- Maintains uniform supply inventory and in-house badge processing
- Operates office equipment as required. Serves as liaison with outside vendor for equipment support.
- Prepares outgoing mail; sorts and distributes incoming mail. Accepts and directs deliveries. Arranges courier services.
- Creates daily check log and distributes to respective depts.
- Duplicates and distributes materials.
- Composes, types and edits correspondence, reports, memoranda and other material.
- Assists as necessary with administrative tasks, i.e., accounts payable processing, accounts receivable processing, interview scheduling, coordination of forms and files, scheduling meetings, copying, filing, scanning, preparing mailings, etc.
- Establishes, develops, maintains and updates filing system for Administration Department. Retrieves information from files when needed.
- Provides clerical support to Director of Human Resources.
- Organizes and prioritizes large volumes of information and calls.
- Works independently and within a team on special nonrecurring and ongoing projects.
- Develops and maintains office forms and procedures, and assists with administrative tasks.

Competencies

- Communication proficiency
- Flexibility
- Initiative
- Time Management
- Technical Capacity
- Attention to Detail
- Collaboration Skills

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

This is largely a sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary.

Position Type and Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday, 8:00 a.m. to 5 p.m.

Required Education and Experience

- High school diploma.
- Two years of administrative experience.
- Computer literacy, especially Microsoft Outlook.
- Pre-Employment background check required

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

To Apply: Please provide a cover letter with resume and contact information by email to resumes@naplesgarden.org. To find out more about Naples Botanical Garden, please visit our website at www.naplesgarden.org. Naples Botanical Garden is an Equal Opportunity Employer and has a long-standing policy of employment and advancement based solely upon qualifications to perform the essential elements of a position without regard to race, color, religion, sex, sexual orientation, age, national origin (ancestry), or disability.