



Town of Wytheville

Job Opening

Job Title: **Meeting Services Scheduler**

(Part-time)

ANTICIPATED SALARY RANGE: \$16.00 per hour

JVA#: 2023-09

DEPARTMENT: Meeting Center

POSTED: June 23, 2023

POSITION SUMMARY: Reporting to the Assistant Director of Public Information/Tourism, this position serves as the first point of contact to fulfill booking and scheduling needs with clients of the Wytheville Meeting Center while providing excellent customer service. Handles correspondence throughout the booking process, gathering details and communicating client needs to meeting center staff. Utilizes meeting scheduling software to make client reservations, run reports, etc. Works with area hotels, caterers, and attractions to develop proposals to respond to meeting/conference bid invitations. In addition, assists with Town-related tourism events.

➔ **A Position Description and Additional Information may be found on the Town of Wytheville's Employment Opportunities webpage at <https://www.wytheville.org/employment>.**

MINIMUM DESIRED QUALIFICATIONS:

Graduation from a college or university with an associate degree or higher in a related administrative assistant, business, management, or related field. Two years of related experience; or any equivalent combination of education and progressively responsible experience, with additional work experience substituting for the required education on a year-for-year basis. Knowledge/Skills/Abilities: Ability to effectively meet and interact with the public with excellent customer service skills and tact; ability to communicate effectively verbally and in writing; ability to handle stressful situations. Working knowledge of computers and essential software and the techniques of gathering and presenting information and data.

HOW TO APPLY: Applicants must complete an Employment Application to be considered for a Town job opening. Employment applications are available online at <https://www.wytheville.org/docs/general/employment-application.pdf>, or by visiting the Lobby of the Town of Wytheville Municipal Building at 150 E. Monroe St., Wytheville, VA and obtaining an application packet. Please submit a completed application by mail to Department of Human Resources, Town of Wytheville, P.O. Box 533, Wytheville, VA 24382; by fax at 276-223-3453; or via email to: human.resources@wytheville.org.

CLOSING DATE: Position is posted open until filled. Review of applications begins immediately and will continue until the position is filled or the posting is cancelled.

The Town of Wytheville is an Equal Opportunity Employer

POSITION DESCRIPTION

Class Title: Meeting Services Scheduler – Part-Time

Department: Meeting Center

Date: June 21, 2023

GENERAL PURPOSE

Works to ensure excellent customer service in responding to inquiries and scheduling meetings to be held at the Wytheville Meeting Center. Works closely with the Assistant Director and other staff to ensure that all customers' needs are met in a prompt and efficient manner. Serves as first point of contact to fulfill booking/scheduling process with clients. Handles correspondence/contact throughout booking process, gathering details, and communicating client needs to meeting center staff.

SUPERVISION RECEIVED

Works under the supervision of the Assistant Director of Public Information/Tourism

SUPERVISION EXERCISED

None.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Works closely with the Assistant Director to respond to requests and in scheduling the Wytheville Meeting Center via in person, phone, fax, and electronic mail. Utilizes meeting scheduling software to make client reservations, run reports, etc. Assists other staff with making sure that all client requests are met and carried out. Works with area hotels, caterers, and attractions in the development of proposals to respond to meeting/conference bid invitations.

Works with Assistant Director on invoicing and accounts receivable duties. Provides administrative assistance to fellow staff as needed, including compiling direct mail and email campaigns or other marketing correspondence.

Assists, as needed, with other Town-related and/or tourism events.

Ensures excellent quality service and communication in person, via telephone and email communications and through direct mail to local citizens, businesses, and visitors.

Composes, types, and edits correspondence, reports, and other material requiring judgment as to content, accuracy, and completeness.

Answers incoming calls and inquiries or provides information as required.

Receives the public and answers questions; responds to inquiries from visitors, businesses, citizens, and others and refers, when necessary, to appropriate persons.

Operates listed office machines as required.

Works with other members of the Public Information/Tourism Department on events/programs and other tasks as needed.

PERIPHERAL DUTIES

Other duties, as assigned.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

Graduation from a college or university with an associate degree or higher in a related administrative assistant, business, management, or related field.

Two (2) years of related experience; or

Any equivalent combination of education and progressively responsible experience, with additional work experience substituting for the required education on a year for year basis.

Necessary Knowledge, Skills, and Abilities:

Working knowledge of computers and basic software including Microsoft Office programs, proficiency in Microsoft Excel preferred; working knowledge of modern office practices and procedures; some knowledge of accounting principles and practices.

Ability to effectively meet and interact with the public with excellent customer service skills and tact; ability to communicate effectively verbally and in writing; ability to handle stressful situations.

Working knowledge in the techniques of gathering and presenting information and data.

Extensive knowledge of the proper use of the English language and the ability to communicate such, orally and in writing.

Ability to use Microsoft Office programs such as Word, Excel, Access, and Publisher.

TOOLS AND EQUIPMENT USED

Phone system; personal computer including word processing software; copy machine; postage machine; fax machine; calculator.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: _____ Approval: _____
Supervisor Appointing Authority

Effective Date:

Revision History: