

## SHADOWCLIFF POSITION DESCRIPTION: Office Assistant

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**JOB TITLE:** Office Assistant

**REPORTS TO:** General Manager and Assistant Manager

**STATUS:** This is a full time position for the seasonal term of the employment, serving an average of 24-35 hours per week spread out over four to five days per week.

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### Summary

The primary purpose and function of this position is help with the day to day oversight and operations of the Front Office. Responsibilities include working with a diverse group of people, answering phones, working the reservation system, responding to emails, other office related tasks, housekeeping in and around the front office area, and laundry activities. Some minor supervision required. If the skills and savvy are present, helping with the seasonal marketing and communications efforts may also be an option. Schedule is set by the Shadowcliff management team.

### Essential Functions

- I. Interact with a diverse group of people in person, on the phone, and electronically, including customers, volunteers, and staff, always reflecting our core of hospitality and equality;
- II. Computer skills, including word processing, email, and running the cloud-based reservations system;
- III. Limited supervision of Rotating Staff and some volunteers;
- IV. If skills, knowledge, and desire are present, helping with the seasonal marketing and communications efforts such as social media, TripAdvisor, etc.

### Knowledge and Background Requirements

- Experience with computer and office systems- preference given for experience with Google Office Suite and WebRezPro;
- Joyfully interacting with diverse groups of people;
- A professional attitude and appearance;
- The ability to work effectively with staff and volunteers;
- Ability to multitask and work with limited resources;

- Background check required.

## **Positions Supervised**

Limited supervision of seasonal Rotating Staff and volunteers, as designated by the Shadowcliff management team.

## **Critical Job Elements**

- Extended work hours sometimes required
- Ability to perform essential functions satisfactorily
- Ability to make decisions under time pressure
- Maintain a calm presence when faced with challenging guest related situations

## **Compensation**

The Shadowcliff Assistant will be compensated at a rate determined by whether or not Office Assistant will receive Shadowcliff room and board or not. If not, the pay will be \$10.50 per hour. If the Office Assistant will receive room and board, the compensation will be paid at the rate of \$700 per month.

[www.Shadowcliff.org](http://www.Shadowcliff.org)