



## OFFICE ADMINISTRATIVE ASSISTANT

**Salary:** Commensurate with experience

**Work Address:** Kentucky International Convention Center  
221 S. 4<sup>th</sup> St., Louisville, KY 40202

### KENTUCKY EXPOSITION CENTER

937 Phillips Ln  
Louisville, KY 40209  
Phone: 502.367.5000

### KENTUCKY INTERNATIONAL CONVENTION CENTER

221 S Fourth St  
Louisville, KY 40202  
Phone: 502.595.4381

[www.kyvenues.com](http://www.kyvenues.com)

Kentucky Venues' two major convention and exposition facilities – the Kentucky Exposition Center and the Kentucky International Convention Center – work with regional, national and international clients to host world-class events. Kentucky Venues also produces signature events annually: Kentucky State Fair, World's Championship Horse Show, National Farm Machinery Show, Championship Tractor Pull, North American International Livestock Exposition, and the North American Championship Rodeo.

### **Kentucky Exposition Center:**

The Kentucky Exposition Center is one of the largest exposition facilities in North America. It hosts some of the worlds most recognized events and trade shows with 1.2 million square feet of contiguous meeting space. There are 54 flexible meeting rooms, two arenas and 300 acres of outdoor exhibit and demonstration space which is all highly configurable to the specific needs of our clients.

### **Kentucky International Convention Center:**

The Kentucky International Convention Center (KICC) is located in the heart of Downtown Louisville and hosts a full calendar of major conventions, conferences, expositions and private events. KICC reopened in late 2018 after a \$207 million renovation yielding a multitude of eco-conscious designs and pre-function spaces featuring modern glass facades overlooking the cityscape. The facility boasts 200,000 square feet of Class A exhibit space and 52 adaptable meeting rooms.

*Kentucky Venues is governed by the Kentucky State Fair Board.*

Work schedule can include nights, weekends and holidays as required. Benefits include life, health, dental and vision insurances, free parking, paid personal and sick leave, and state employee pension.

### **Job Description:**

The Office Administrative Assistant performs front desk support duties including answering and forwarding phone calls, addressing facility email inquiries and on-site guest questions, greeting and directing guests, receiving and forwarding mail and deliveries, and maintaining the presentation of the reception area. The Office Administrative Assistant will also provide direct supplemental assistance to the General Manager including drafting and distributing correspondence and documents, maintaining files, screening direct calls, and completing other projects and assistive tasks as requested.

WE SET THE STAGE. YOU STEAL THE SHOW.



**Essential Functions** (must be able to perform with or without reasonable accommodations):

- Operates facility switchboard telephone to answer main phone line, providing information or forwarding calls accordingly.
- Greets clients and guests visiting the office, addressing questions and concerns and directing or escorting them accordingly.
- Prepares mail and arranges for mail pick-up for the facility and receives mail and deliveries to the facility and distributes accordingly.
- Manages multiple office meeting space calendars to accommodate employees, internal partners and office guests.
- Maintains the office reception area, including making housekeeping and maintenance orders as necessary, stocking and cleaning the office guest beverage station and keeping leisure office periodicals organized and current.
- Drafts memos, letters, lists, agendas, spreadsheets and other documents and files and distributes accordingly.
- Maintains hard copy and electronic files.
- Receives, screens and addresses direct phone calls to the GM accordingly.
- Creates travel and other requisitions per protocol or approval in agency's accounting software system and forwards for processing.
- Upon request, uses office pro-card to make direct purchases for office supplies and other requisites, according to agency approval.
- Maintains an awareness of employees' schedules and availability and shares forward accordingly.
- Prioritizes and addresses matters efficiently and effectively, follows through on tasks and projects and reports information in a timely manner.
- Maintains a professional, welcoming and responsive demeanor and addresses guest inquiries, requests and concerns graciously, discreetly and with a sense of urgency.
- Adheres to and exemplifies organizational core values and service expectations.
- Performs relative duties and manages other responsibilities as assigned.

**Physical and Mental Demands** (must be met with or without reasonable accommodations to perform essential functions):

- Consistently remains stationary at a desk or within an office workstation to operate a computer to accomplish a majority of duties and assigned tasks.
- Frequently operates office devices including some or all of, but not limited to, the following: calculators, telephones, copy and fax machines and printers.
- Frequently moves about office areas to perform duties and moves about multiple acres of leasable facility space, ascending/descending steps and ramps, to become familiar with event layouts in order to knowingly address guests' questions and concerns.
- Occasionally, moves objects weighing up to 25lbs.
- Consistently functions and works within a moderate-to-high pressure event-driven environment, according to a stringent schedule.

**Work Environment and Hours of Work:**

- Office setting with minimal-to-moderate noise levels as well as an event facility setting with moderate-to-high noise levels where event functions and facility maintenance are taking place.
- Generally, typical weekday hours, but contingent on facility and event scheduling, work hours may include some evenings, early mornings, weekends and holidays.
- Contingent on facility or event requisites, sometimes works more than 40hpw.
- Possible limited exposure to various weather conditions, including some or all of, but not

limited to, the following: rain, sleet, snow, hail, and extreme cold, heat and humidity.

- Limited exposure to high-allergen and other atmospheric elements including some or all of, but not limited to, the following: livestock and other animals, hay, dirt, dust, and exhaust fumes.
- Possible limited exposure to potentially hazard-inducing elements and applications including some or all of, but not limited to, the following: use of heavy and specialized tools, moving vehicles and mechanical equipment, electrical current, working at above ground heights using ladders, lifts or other elevating devices, and direct contact with chemicals.

### **Knowledge, Skills and Abilities:**

#### Knowledge of

- Effective communication and dissemination techniques and methods.
- Structure and content of the English language including the meaning and spelling of words and rules of composition and grammar.
- Administrative and clerical procedures and systems such as word processing, managing files and records, transcription, designing form, and other office procedures and terminology
- Event industry best practices, including that of event planning and scheduling, facility management, crowd management, public safety, F&B services and AV and IT operations.
- Organizational and facility policies, procedures and strategies to realize effective administrative operations.
- Customer and guest service principles inclusive of customer needs assessment and evaluation of customer satisfaction, industry best practices and quality standards in order to provide outstanding customer and guest service.

#### Skilled at

- Actively listening – giving full attention to what is being said, understanding points being made and asking questions for clarification.
- Communicating effectively – conveying clear and concise messages verbally including by two-way radio, phone and email.
- Reading comprehension – understanding written sentences and paragraphs in work-related documents
- Time management in order to oversee the needs of several events taking place at a given time.
- Critical thinking – using logic and reasoning to identify alternative approaches and determine effective solutions.
- Decision-making – considering the benefits and detriments of potential actions to choose the most appropriate action.
- Complex problem-solving – identifying and assessing situational factors and addressing a matter to determine a workable and favorable resolution.
- Developing creative and alternative ideas and solutions affluently.
- Recognizing, managing and responding to sensitive information and urgent matters.
- Efficiently using Microsoft Office applications including Excel, Outlook and Word.
- Meeting high standards of service and maintaining effective client relationships.

#### Ability to

- Understand spoken and written English language.
- Apply general guidelines or directives to specific scenarios or challenges to produce sound results or solutions.

- Determine when a detail or operational component or factor is erroneous, inaccurate or sub-par.
- Conduct self in a professional and composed manner.
- Comprehend, assess, and respond effectively to oral, written and non-verbal communication.
- Prioritize tasks and responsibilities within specified time constraints.
- Function effectively in moderate to high-pressure situations.
- Allocate focus among multiple tasks and activities taking place simultaneously.
- Type efficiently and operate a computer and other office devices including, but not limited to, calculators, telephones, copy and fax machines and printers.
- Effectively operate a switchboard telephone system and use a two-way radio.
- Bend, stretch, twist, reach and otherwise move to perform assigned duties.
- Work collectively as a team member and take initiative to complete tasks working individually.

**Education and Experience:**

- High school diploma or equivalent is required.
- Associate's degree from an accredited college or university with course work in office administration, organizational communication or relative field is preferred.
- Minimum of two years of office administration experience at an event, entertainment or other major public facility.

**Additional Requirements:**

Applicants of and employees filling this position may be required to submit to a drug screening test and background check.

**Application Process:**

Interested applicants should email a cover letter, résumé and at least 3 professional references to:

Lisa Barner, Human Resources Administrator  
 Kentucky International Convention Center  
[lisa.barner@kyvenues.com](mailto:lisa.barner@kyvenues.com)

The subject line of the email shall state "Office Administrative Assistant Vacancy".

*THE COMMONWEALTH OF KENTUCKY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, RELIGION, NATIONAL ORIGIN, SEX, AGE, DISABILITY, SEXUAL ORIENTATION, GENDER IDENTITY, GENETIC INFORMATION OR VETERAN STATUS. REASONABLE ACCOMODATIONS ARE PROVIDED UPON REQUEST.*