



The Santa Fe Opera Job Description

OFFICE SERVICES RECEPTION

seasonal/part-time

Updated: 3/6/2025

Duties/Responsibilities:

- Answers main telephone switchboard, transfers calls, takes messages and answers general inquiries;
- Process in-coming/out-going mail and courier packages,
- Provide support to administrative staff when available: photocopying, faxing, mailings and other duties as requested;
- Enter and modify constituent contact and other info in Tessitura (CRM application).

Education/Experience: Any combination of education and experience providing the required skill and knowledge for successful performance would be qualifying. Typical qualifications are:

1. Diploma or equivalency degree from accredited high school with major course work in business administration or a closely-related field;
2. One (1) year + experience performing customer service or reception for a large organization and general administrative work;
3. Mail services experience preferred.

Knowledge:

- Experience in front office and reception skills for a large organization;
- Modern office practices and procedures;
- Experience with data entry.

Skills:

- Accurate typing and word-processing;
- Familiarity with Microsoft Windows based applications;
- Able to establish positive working relationship with public and staff;
- Professional and approachable attitude with answering phones and in communication with diverse public.

Licenses: Possession of a valid motor vehicle operator's license and to occasionally use personal vehicle, in the course of employment.

Hours/Restrictions:

May-August: 25 hours per week, regular schedule being Monday – Friday: 12:00p.m. - 5:00 p.m., and including: June – August, alternate Saturdays: 10:00a.m. – 3:00 p.m.

No vacation or holidays during seasonal programming: June 1 - August 26.

Physical Standards: Must be able to drive a motor vehicle. There is constant standing, walking and finger dexterity needed to handle paper items and use of a computer. Frequent crouching, stooping and reaching are required. Frequent phone contact is required.