

Job Description

JOB TITLE: Receptionist

PURPOSE:

The Receptionist is responsible for performing clerical tasks within an office setting to support daily operations. Their duties include answering and transferring phone calls to employees, sorting and delivering mail to employees and greeting visitors when they arrive for meetings with management or sales staff. The receptionist needs to deliver exceptional customer service assistance and provide an overall welcoming environment. The receptionist will oftentimes need to perform additional administrative office duties as needed.

DUTIES AND RESPONSIBILITIES:

- Screen calls and take messages.
- Process bills and help clients or customers if they have any questions about their charges.
- Organize files for billing, customer and client records, etc.
- Direct visitors to the correct office.
- Respond to all customer inquiries in a polite and timely manner.
- Effectively answer and direct phone calls to the correct department.
- Welcome and greet visitors in a warm and friendly manner, and answer any questions visitors have.
- Maintain and stock the reception area and all common areas in a clean and tidy manner at all times.(Kitchen, Bathroom, Conference Room etc.)
- Operate standard office equipment on a regular basis, including a fax machine, copy machine, and a computer.
- Keep detailed and accurate records of visitor requests and of calls received.
- Receive deliveries; sort and distribute incoming mail.
- Take inventory of supplies and restock as needed.
- Maintain the general office filing system.
- Perform other administrative duties as required to support the mission and function of the company.
- Provide additional support to all sales agents and CSR's as needed.

JOB QUALIFICATIONS:

- This position requires a person who must be able to work under stress and deal with the public effectively in a professional manner.
- 2-3 years of relevant experience in an office environment.
- Able to type minimum 35 words per minute (minimum).
- Ability to pay close attention to detail and be flexible in a fast paced and growing organization.
- Result driven, persistent - able to self-direct and work independently showing initiative, while seeking guidance when appropriate.
- Ability to work with a team.
- Comfortable multitasking and prioritizing tasks without guidance.
- Time management expertise to ensure tasks are completed in a timely manner throughout the day.
- Organizational skills to keep an accurate record of documentation.
- Demonstrated ability to read, write, and speak English and Spanish fluently.
- Proficient technology usage skills.
- Honest and ethical team player.
- Sense of urgency with the ability to multitask under pressure.
- Excellent communication skills, both written and verbal
- Computer knowledge such as powerpoint, database and spreadsheets is required.
- Strong attendance history of punctuality.
- High School diploma or General Education Degree (GED) required.
- Strong conflict de-escalation skills in order to deal with upset clients/guests.
- Interpersonal skills to create a pleasant experience for all customers, such as being personable and attentive.
- Ability to operate scanners, copiers and printers.