



JOB DESCRIPTION

Title: Receptionist
Supervisor's Title: TBD
Department: Administration / Human Resources

I. **Purpose of the Position:** A Receptionist will help ensure that the office runs smoothly and efficiently, and will be the "face" to visitors of the office. He or she will utilize organizational and interpersonal skills to work with all visitors and employees.

II. Key Responsibilities and Accountabilities

- Answer telephone and direct caller appropriately.
- Greet and direct visitors to the company in a prompt and friendly fashion.
- Building rapport with visitors by displaying an engaging, kind, and helpful attitude.
- Manage supplies, which includes taking inventory, ordering, and distribution.
- Coordinate use of conference rooms.
- Assist in set-up and clean-up of kitchens and conference rooms for management and/or visitor meetings including coordination, selection and ordering of food.
- Manage distribution of birthday and anniversary cards company-wide.
- Assist with new employee onboarding efforts.
- Maintain security by following procedures; monitoring logbook; issuing visitor badges.
- Provide additional administrative and general support when needed.
- Handling the receipt and processing of all mail packages.
- Managing the phone system, and providing assistance/set-up when needed.
- Create and manage filing systems for all departments.
- Identifying and/or escalating issues for resolution.
- Completing calls or transactions in a manner that maintains quality and quantity.
- Performing data entry into a computer system, program, or database.
- Receiving, sorting, and routing mail or other inter-office communication.
- Preserving a neat and clean lobby/reception area for visitors.
- Providing any other support as needed to teams, departments, managers and other staff.

III. Knowledge, Skills, Abilities, and Other Requirements:

- Excellent verbal and written communication skills.



JOB DESCRIPTION

- Professional attitude and appearance.
- Previous experience as customer service rep, receptionist, executive assistant, or other similar role.
- Strong customer service, communication, and problem-solving skills.
- Ability to interact successfully with visitors at all levels - both internally and externally.
- Educational experience such as having taken business courses or earned an associate's degree, bachelor's degree, or certification.
- Proficiency with a diverse assortment of software programs, applications, and systems such as MS Office Suite and typing skills (at least 50 wpm).
- Ability to work a flexible schedule including non-traditional shifts/hours such as afternoons, midnights, weekends, and holidays.