

Position: Receptionist

Department: Administration

Positions Supervised: None

FLSA Status: Non-Exempt

Reports To: Director, Human Resources

Summary

Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries. Directs visitors by maintaining employee and department directories; giving instructions. Maintains security by following procedures. Duties include offering administrative support across the organization. Coordinate front-desk activities, including distributing correspondence and redirecting phone calls. This position will need to be able to deal with emergencies in a timely and effective manner, while streamlining office operations.

Essential Duties and Responsibilities

- Answer telephones and transfer to appropriate staff member.
- Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- Maintains safe and clean reception area by complying with procedures, rules, and regulations.
- Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
- Update calendars and schedule meetings
- Direct visitors to the appropriate person and office
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries via USPS, FedEx as well as courier services.
- Maintain and order office supplies as needed
- Create job folders online & and for filing
- Route and follow up on building maintenance requests

Knowledge/Skills/Abilities

- Proven work experience as a Receptionist, Front Office Representative or similar role
- Proficiency in Microsoft Office Suite
- Hands-on experience with office equipment (e.g. fax machines and printers)
- Professional attitude and appearance
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Excellent organizational skills
- Multitasking and time-management skills, with the ability to prioritize tasks
- Customer service attitude

EOE/DFWP

This job description is representative of typical responsibilities and is not intended to be a complete list of all duties or skills required for the job. It is subject to review and change at any time, with or without notice, in accordance with company needs.