JOB DESCRIPTION

| **Title** | RECEPTIONIST | | |
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| **Reports To** |  | | |

**Job Purpose**

The **Receptionist** is [Organization Name]'s first point of contact for all guests. Specifically, they provide administrative support by answering phones, greeting visitors, preparing meeting and training rooms, sorting and distributing mail, and making travel arrangements.

The Receptionist must be well-organized, communicate effectively, and have good time management skills. Furthermore, they must have excellent customer service skills, be problem solvers, and be able to gracefully assist unhappy customers.

**Duties and Responsibilities**

* Welcome clients/customers and visitors with a friendly, helpful demeanor.
* Help clients find their way around the office/building/vicinity.
* Announce arrival of clients as needed.
* Maintain workplace security by issuing, checking, and collecting badges as needed
* Keep visitor logs.
* Assist with administrative tasks such as copying, faxing, taking notes, and making travel arrangements.
* Get meeting and training rooms ready.
* Answer phones professionally and routing calls as needed.
* Help colleagues with administrative duties.
* Perform Ad hoc administrative responsibilities.
* Answer, forward, and screen calls.
* Complete mail sorting and distribution
* Recruit, supervise, and develop a junior administrative team.
* Provide outstanding customer service.
* Make appointments.
* Perform additional related duties as assigned.

**Qualifications**

* High school diploma or a general education degree (GED)
* XX years of relevant office experience
* Microsoft Office proficient
* Minimum typing speed of 35 wpm
* Excellent phone skills

**Core Competencies**

* Ability to build relationships with clients and internal departments
* Professional demeanor and appearance
* Excellent written and verbal communication abilities
* Ability to be resourceful and proactive
* Outstanding organizational abilities
* Skills in multitasking and time management, as well as the ability to prioritize tasks
* Excellent attitude toward customer service

**Working Conditions**

* Overtime may be required.
* Working hours are generally from <insert time> to <insert time>
* Extended periods of standing/sitting.
* This position is subjected to high pressure due to work volume, and goals, an overall fast paced environment.