**Position Description**

**Position:** Receptionist

**Reports to:**

**Date:**

**Role Description**

The role of this position is to provide general office support with a variety of clerical activities and related tasks. The receptionist will be responsible for answering incoming calls, directing calls to appropriate associates, mail distribution, flow of correspondence, requisition of supplies as well as additional clerical duties.

**Dimensions**

This position is housed at the headquarters office and reports to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. The position requires close cooperation and interaction with all staff and store personnel. The Estimated travel for this position is 5%.

**Nature of the Position**

Major elements of this role include, but are not limited to, the following:

* Answering phones and directing calls to the appropriate staff member.
* Greeting all callers in a manner that reflects the company’s value and respect for it’s customers and vendors
* Determining when a call should be transferred to an associates voice mailbox and transferring the call accordingly
* Taking and transferring messages as appropriate for various staff personnel.
* Greeting and directing visitors to the company.
* Providing basic information to callers such as company address, directions to the company location, company fax numbers, company website and other related information.
* Receiving and sorting incoming mail.
* Coordinating the pick-up and delivery of express mail services (FedEx, UPS, etc.)
* Assisting with other related clerical duties to include receiving, stocking and distribution of office supplies; photocopying, faxing, filing and collating as needed
* Staying alert to things that need to be done and, without being asked, take initiative to see that they get done.

**Position Qualifications**

Position qualifications for the ideal candidate include:

* High school diploma or equivalency
* At least 2 years clerical experience
* Computer literacy and knowledge of current office technology; some keyboarding skills.
* Knowledge of Microsoft Office programs including Word, Excel, Access, Quickbooks, etc.
* Exceptional communication and interpersonal skills with a focus on customer service
* Ability to work independently with limited supervision.
* Ability to effectively build and maintain relationships with employees and customers.
* Ability to work effectively in a team-based environment.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.