

Receptionist/Administrative Assistant Job Description

As a Receptionist, you will be the first point of contact for our Agency. Our Receptionist's duties include offering administrative support to the management team. You will welcome and greet all guests and visitors. You will also coordinate front-desk activities, including distributing correspondence, making copies and redirecting phone calls.

Our Agency's expectation of you in the role of Receptionist is that you should have a pleasant personality, as this is also a customer service role. In addition, you will need to respond to emergencies in a timely and effective manner, while streamlining office operations. Multitasking and stress management skills are essential for this position. This role may require working in shifts, so flexibility is a plus.

Ultimately, as the Receptionist, you are the face of the Agency, your duties and responsibilities are to ensure the front desk welcomes guests in a positive manner with respect and professionalism, and executes all administrative tasks to the highest quality standards.

Responsibilities

- Greet and welcome guests upon their arrival
- Announce visitors to the appropriate staff and Direct visitors to that staff person's office
- Answer, screen and forward incoming phone calls to the correct person
- Ensure reception area and lobby is organized and presentable, with all necessary stationery and material (forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries/faxes
- Maintain office security by following safety procedures and controlling access via the reception desk
- Update calendars and schedule meetings
- Creating, maintaining, and entering information into database
- Perform other clerical receptionist duties such as filing, photocopying and faxing

Receptionist Skills and Qualifications:

- 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, printers, computers, phones)
- Professional attitude and appearance
- Solid written, listening and verbal communication skills
- Ability to be resourceful and proactive when issues arise a must
- Excellent organizational skills
- Multitasking and time-management skills, with the ability to prioritize tasks
- Customer service attitude
- High school degree; additional certification in Office Management is a plus;
Telephone Skills,

Salary: \$27,846.00