

RECEPTIONIST Job Description

Job Title Receptionist

Prepared By: Dave Baker

Department: Human Resources

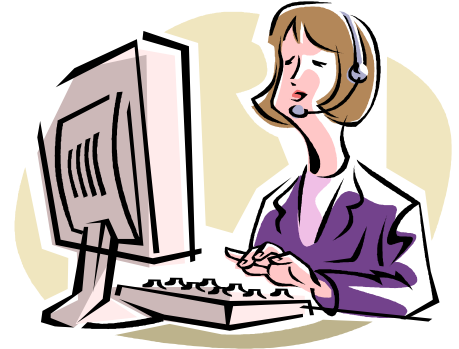
Prepared Date: 1/2/15

Reports To: Carol Haskell

Approved By: Betsy Metzger

FLSA Status: Non-exempt

Approved Date: 1/10/15



Summary

Operates multi-line telephone system to answer incoming calls; directs callers to appropriate personnel by performing the following duties; completes a variety of administrative duties.

Essential Duties and Responsibilities

- ✓ Retrieves messages from voice mail and forwards to appropriate personnel.
- ✓ Answers incoming telephone calls, determines purpose of calls, and forward calls to appropriate personnel or department.
- ✓ Takes and delivers messages or transfers calls to voice mail when appropriate personnel are unavailable.
- ✓ Answers questions about organization and provides callers with address, directions, and other information.
- ✓ Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel.
- ✓ Monitors visitor access and issues passes when required.
- ✓ Updates appointment calendars.
- ✓ Receives, sorts, and routes mail; maintains and routes publications.
- ✓ Maintains fax machines, assists users, sends faxes, and retrieves and routes incoming faxes.
- ✓ Takes payments for services and products.

- ✓ Prepares travel vouchers.
- ✓ Orders, receives, and maintains office supplies.
- ✓ Creates and prints fax cover sheets, memos, correspondence, reports, and other documents.
- ✓ Performs other clerical duties such as filing, photocopying, and collating.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

One year certificate from college or technical school; or three to six months related experience and/or training; or equivalent combination of education and experience.

Language Skills

Reads and comprehends simple instructions, short correspondence, and memos; Writes simple correspondence; Presents information in one-on-one and small group situations to customers, clients, and other employees.

Mathematical Skills

Adds, subtracts, multiplies, and divides in all units of measure using whole numbers, common fractions, and decimals; Computes rate, ratio, and percent; Draws and interprets bar graphs.

Reasoning Ability

Applies common sense understanding to carry out detailed, but uninvolved, written or oral instructions; Deals with problems involving a few concrete variables in standardized situations.



Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. Occasionally required to stand, walk and stoop, kneel, crouch, or crawl. Must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Occasionally exposed to moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually quiet.

Job Competencies

To perform the job successfully, an individual demonstrates the following competencies:

Problem Solving – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in team problem solving situations; Uses reason even when dealing with emotional topics.

Technical Skills – Assesses own strengths and weaknesses; Pursues training and development opportunities; Implements action plan from training; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things; Addresses problems directly with the individual involved.



Oral Communication – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Participates actively in meetings.

Written Communication – Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork – Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Supports everyone's efforts to succeed.

Quality Management – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Cost Consciousness – Works within approved budget; Develops and implements cost-saving measures.

Diversity – Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Promotes a harassment-free environment.

Ethics – Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support – Follows policies and procedures; Completes tasks correctly and on time; Supports organization's goals and values.

Judgment – Displays willingness to make decisions in a timely manner; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process.

Motivation – Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organization – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Develops realistic action plans.

Professionalism – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety/Security – Observes safety and security procedures; Reports potentially unsafe conditions; Uses equipment and material properly.

Adaptability – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent changes, delays, or unexpected events.

Attendance/Punctuality – Consistently arrives to work on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability – Follows instructions; Responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.