

## **Position: Office Receptionist \$14 - \$16**

### **Non-Exempt Position**

#### **Job brief**

We are looking for a Receptionist to manage our front desk on a daily basis and to perform a variety of administrative and clerical tasks.

As a Receptionist, you will be the first point of contact for our company. Our Receptionist's duties include offering administrative support across the organization. You will welcome guests and greet people who visit the business. You will also coordinate front-desk activities, including distributing correspondence and redirecting phone calls.

You will act as the 'face' of our company and ensure visitors receive a heartwarming welcome. As our office receptionist, you should combine a pleasant personality with a dynamic professional attitude. You should also be able to deal with 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, a Receptionist's duties and responsibilities are to ensure the front desk welcomes guests positively and executes all administrative tasks to the highest quality standards.

#### **Responsibilities Include (but not limited to)**

- Greet and welcome guests as soon as they arrive at the office
  - Answer, screen and forward customer calls, emails, text, voicemail and correspondence in a timely, courteous and professional manner
- Receiving visitors at the front desk by greeting, welcoming, directing and assisting them appropriately and immediately (escorting students to their classes)
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic, accurate and knowledgeable information in-person and via phone/email
- Create and update company databases for customers and staff
- Staff scheduling in cases of emergency and urgency and dividing responsibilities to ensure performance
- Perform errands as directed for administrators
- Create and update customer database records and company databases with customers, personnel, financial and other data
  - Ensure all accounts are invoiced on time
  - Manage customer accounts: waiver, enrollment, registrations and billing
- Drive sales and enrollments through customer leads
- Run day-to-day operations and uphold company procedures
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Update calendars and schedule meetings
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing
- Maintain, organize and sanitize office, lobby and surrounding areas daily
- Handle emergency situations as they arise (i.e. plumbing, injury, natural disasters, etc.)

## Requirements

- 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. copiers, copiers, 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
- High school degree
- Availability on weeknights and weekends