



Job Title: Receptionist
Incumbent: _____
Department: Sales 02-01

Date: 01/05/2019 **Employment**
Status:
Regular Full-Time Non-Exempt

Summary:

Be our first line of contact; answer and direct phone calls, reply to email inquiries, process phone and online orders, handle incoming and outgoing mail, communicate and coordinate with internal departments, tackle assorted clerical tasks and special projects.

Essential Duties and Responsibilities

- Greets and directs visitors
- Answers multiline phone and directs caller to the appropriate party or voicemail
- Receives and distributes messages and call back information for various personnel
- Collaborates and problem solves with coworkers and manager
- Receives, sorts, and forwards incoming mail
- Mails outgoing parcels and invoices
- Processes retail, Amazon seller central, and B2B orders
- Maintains and develops product knowledge
- Responds to and communicates with customers, reps, and coworkers via email and chat
- Assists accounts receivable by mailing monthly statements and filing invoices
- Knows and maintains office equipment and supplies; ie postage meter, copier/printer, fax machine
- Maintains office supplies closet and places orders when needed
- Processes retail returns & warranty replacements
- Assists and complies with other various duties assigned by manager and department heads

Additional Responsibilities

- Provide backup for customer service representatives

Knowledge and Skill Requirements

- High School diploma/equivalent
- Minimum of 1 year experience in customer service or as a receptionist
- Punctual and dependable
- Ability to prioritize multiple responsibilities
- Extremely organized
- Interpersonal etiquette via phone, email, and personal communication
- Results driven and proactive, strong desire to own and execute area of responsibility with excellence
- Experience working within a team, across departments, and with people of various backgrounds
- Excellent communication skills both written and verbal
- Active listening and responds rather than reacts
- Strong computer skills, Google Apps, Microsoft Office, and order processing systems
- Well-versed in task management and adapting to change at a moment's notice
- Must be able to read and write English fluently
- Basic math (addition/subtraction/multiplication/division)

Supervision: Moderate must be able to follow directions, identify needs, and work independently.

Supervisory Responsibility: No

Access to Confidential information: No

Handle company funds: Yes

Languages: English fluency required

Training/Education required: Minimum of high school diploma/equivalent

Experience required: Minimum of 1 year customer service or reception experience

Technical Skills required:

- Excellent computer skills
- Standard office equipment operation
- Basic Math

Working Conditions

- Primarily office environment and is expected to be highly familiar with all common office equipment
- **Hours of work:** Mon-Thurs 7:45am – 4:00pm, Fridays 7:45am – 3pm
- **Travel:** None

Other conditions worth noting:

- Periodic evening and weekend work may be required

Physical Demands of Position

Standing	5 % of time
Walking	10 % of time
Sitting	85 % of time

Regularly required to/use:

Hands to feel, handle, type

Speak

Hear

Sit

Lift/move up to 10 lbs

Frequently required to/use:

Stand

Walk

Kneel

Occasionally required to/use:

Climb

Balance

Stoop

Crouch

Crawl

Visual requirements:

Close vision, distance vision, color vision, peripheral vision, depth perception, & ability to adjust focus