



## Receptionist/Clerk

### General Description

The Receptionist/Clerk position serves as the face and voice of the company as they provide the first point of contact to visitors and callers. In addition to receiving and processing clients, business partners, and the public, the position also provides general assistance to the rest of the Administrative group. This position is part of the Administrative group and reports directly to the Chief Financial Officer. The Receptionist/Clerk receives regular direction from Office Manager and on daily tasks and the rest of the Administrative group on an as needed basis. This position has no supervisory responsibility.

### Duties & Responsibilities

- Creates a pleasant and welcoming atmosphere in the reception area.
- Maintains phone call and visitor logs as appropriate.
- Takes accurate messages and delivers same in a timely manner.
- Receives/screens visitors and escorts them to the appropriate employee.
- Conducts themselves with standard professional courtesy at all times.
- Interfaces with postal and courier personnel to send/receive documents and shipments.
- Gathers outgoing mail and sorts/distributes incoming mail.
- Assists the rest of the Administrative staff by performing general office support functions (typing, filing, copying, running errands, local deliveries and pickups, mass mailings, meeting minutes . . . etc.) as requested.

### Minimum Qualifications

- High school diploma or GED.
- Ability to operate a multi-line phone/messaging system
- Good oral and written communication skills
- Ability to type at least 60 wpm
- Good working knowledge of standard office equipment operations
- Ability to maintain confidentiality as instructed
- Ability to maintain a valid driver license

### Preferred Qualifications

- Prior experience in an office environment or customer service role
- Basic proficiency in the use of MS Office (Word, Excel, Outlook, and PowerPoint) and Adobe Acrobat
- Ability to schedule appointments, meetings, and maintain contacts using Outlook

### Classification

Non-Exempt

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