

## **Wright Runstad & Company Headquarters**

### **POSITION TITLE**

Part-Time Receptionist - Headquarters

### **ACCOUNTABLE TO**

Judith Hoyle, Executive Assistant

**RECEPTIONIST JOB PURPOSE:** The receptionist represents the face of the company to callers and visitors. As the first individual with whom they will interact, you have a tremendous impact on the company's ability to make a positive impression and offer quality customer service.

### **GENERAL RESPONSIBILITIES**

- Make sure the front desk is staffed at all times.
- Receive visitors, welcome and direct them appropriately, always acknowledging them even if you are busy on the phones. Always announce their full names when calling the person the visitor wishes to see. Do not allow a guest to wander through the office on his or her own.
- Treat all calls as equally important. Answer and screen all incoming calls in a prompt, courteous, and helpful manner.
- Monitor noise level in the reception area.
- Perform a variety of basic clerical duties such as filing, typing projects, reconciling monthly and quarterly bills for internal photocopying, parking and messenger service, mail sorting and processing and internal routing.
- Manage business supplies inventory, order business cards.
- Manage the calendar for the conference rooms.
- Sign and record all incoming deliveries and coordinate with administrative assistants for prompt distribution.
- Arrange for outgoing deliveries (i.e., Stealth) and for FedEx pick-ups.
- Keep the reception area, conference rooms, and kitchen tidy and orderly, including emptying the dishwasher at the beginning of the workday and refilling and starting it at the end of the workday, as appropriate to your shift.
- Validate parking.
- Perform the job functions as stated in the Reception Handbook pertaining to the shift for which you are responsible.
- Be prepared to be flexible and/or work extra hours when necessary.

### **KNOWLEDGE AND SKILLS**

Knowledge of basic word processing and spread sheet computer programs, preferably Microsoft Word and Excel software.

Knowledge of basic administrative tasks, such as filing.

Excellent verbal and written communication skills.

Ability to relate to the public and remain pleasant even in difficult circumstances.

Ability to handle several tasks/projects at one time and prioritize needs.

Present a good first impression of the company based on your professional appearance and behavior.

Be calm and well organized in order to help make both visitors and co-workers alike feel at ease once they cross the threshold of the company's office.

### **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.

While performing the duties of this job, the employee is regularly required to sit. The employee frequently is required to use hands to finger, handle, or feel and is required to talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 5 pounds.

### **WORK ENVIRONMENT**

Pace: Slow to moderately busy at times.

The noise level in the work environment is usually quiet.

### **EDUCATION AND EXPERIENCE**

Two years in an office environment with significant experience in administration.