

## POSITION DESCRIPTION

**POSITION TITLE:** Receptionist

**DEPARTMENT:** Human Resources

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### REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** Office Administrator

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### POSITION PURPOSE

This individual is responsible for answering a multi-line phone as well as greeting guests, "Caught in the Acts", Bona Store for employee's orders, badges and shipping orders in a timely manner. This position is responsible for maintaining all operations for the mailroom, assisting with general marketing and office support and projects. This includes ordering for Uline, FedEx and mailing supplies. This individual works closely with all employees and departments therefore, demonstrating both internal and external customer service is critical.

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### PERSONAL ATTRIBUTES & QUALIFICATIONS

#### EDUCATION REQUIREMENTS:

1. Minimum of a high school diploma.

#### CREDENTIALS:

1. Must have 1-2 years of general office skills
  2. Must demonstrate self-motivation, enthusiasm, and strong organizational skills.
  3. Must demonstrate effective verbal and written communication skills. .
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### ESSENTIAL FUNCTIONS

#### RESPONSIBILITIES:

1. Receptionist
  - a. Promptly answer phones, correctly route phones calls, and screen calls for all Directors and Vice Presidents
  - b. Greet visitors and direct them appropriately along with signing in Visitors
  - c. Maintain overall housekeeping of reception area, break rooms, kitchens, ETC room and all Conference rooms.
  - d. Maintain housekeeping after food meetings by cleaning up conference rooms, tables and putting away supplies.

2. "Caught in the Act" Awards
  - a. Complete CITA awards in a timely manner.
  - b. Attach the award, gift certificate and email before giving to the award recipient's supervisor.
3. Bona Store
  - a. Responsible for taking employees Bona Store orders, payments and delivery of these items. This is to be done monthly.
4. Maintain Company Badges
  - a. Maintain all employee badges.
  - b. Updating the computer system and Excel spreadsheet of all current badges.
  - c. Deleting terminated employee badges
  - d. Creating new hire badges. Completion prior to start date and given to supervisor.
  - e. Sending an updated Badge list to Office Administrator and Building Management with each update.
5. Shipping
  - a. Ship order according to shipping instructions in a timely manner.
  - b. Send tracking numbers to employee that requested shipment.
  - c. Appropriately pack contents when requested.
  - d. Pull appropriate items when requested to fill shipments.
  - e. Bring packing slips to Accounts Payable for all receiving shipments with appropriate Budget Number.
  - f. Maintain the overall housekeeping of the mailroom.
6. Inventory
  - a. Stock Uline boxes, FedEx supplies, mailing supplies and Neopost supplies for shipping.
  - b. Place order for shipping supplies when low.
  - c. Notify Office Administrator when low on front desk supplies, kitchen supplies and snacks.
  - d. Conduct inventory bi-weekly.
7. Front Desk Manuals
  - a. Maintain current information with phone numbers, addresses, territories and manuals at all times.
8. Kitchens
  - a. Maintain Kitchens by putting away dishes, wiping counters and sinks.
  - b. Cleaning out Executive and employee refrigerators weekly.
  - c. All housecleaning completed morning and nightly
  - d. Make coffee for 6<sup>th</sup> floor upon morning arrival.
  - e. Maintain kitchen supplies with paper towels, dish soap, coffee supplies, etc. daily.
  - f. Run dishwashers when full and on Friday night before leaving.
  - g. Maintain cabinets and drawers with silverware, plates, coffee, creamers, etc.
9. Mailroom
  - a. Pick-up mail from the box
  - b. Distribute all mail and packages
  - c. Pick-up outgoing mail
  - d. Stamp and take down the outgoing mail

- e. Maintain the overall housekeeping of the mailroom.
10. Snacks
    - a. Inventory snacks weekly
    - b. Clean out snack jars weekly
    - c. Email Office Administrator when low on snacks.
  11. Provide other support and complete other office duties as necessary, assigned or requested.
  12. Display initiative by seeking out other projects or work when caught up and have extra time.
  13. Immediate communication with Office Administrator if a problem arises.

## CORE COMPETENCIES

1. **Active Communications (Verbal, Written, Listening Skills)** – Clearly expresses ideas, information, and concerns both verbally and in written format in both positive and negative situations. Actively listens, offers full attention when others speak, gives verbal and nonverbal cues of interest, asks questions for clarification, and paraphrases to ensure understanding. Actively seeks and disseminates information from and to a variety of sources, accepts responsibility for ensuring that people have the current and accurate information needed for success, and asks questions to open channels of communication. Demonstrates group presentation skills, presents information and numerical data effectively, and actively participates in meetings.
2. **Adaptability** – Utilizes a flexible approach or method to best match the environment, situation, or person. Manages competing demands and is able to adapt quickly and positively to frequent changes, delays, or unexpected events.
3. **Attendance and Punctuality** – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time
4. **Attention to Detail** – Completes work in a thorough and complete manner, provides detailed information, and tracks details at all times.
5. **Composure** – Maintains emotional control even under ambiguous or stressful circumstances, including unrealistic expectations, pressing time demands, frustrations, or interpersonal conflict. Demonstrates emotions appropriate to the situation, focuses on solving conflict, and continues performing steadily and effectively.
6. **Customer Orientation** – Views the organization through the eyes of the customer, anticipates and meets customer needs, solicits customer feedback to improve service, responds promptly, and effectively manages difficult or emotional customer situations
7. **Innovation** - Displays original thinking and creativity, meets challenges with resourcefulness, generates suggestions for improving work, and effectively presents ideas and information
8. **Initiative** – Operates in a proactive manner, identifies needs and opportunities, calculates risks, and takes independent action. Undertakes self-development activities, seeks increased responsibilities, asks for and offers help when needed, and volunteers readily
9. **Organizing and Planning** – Plans, organizes and effectively manages to maximize efficiency and productivity. Sets goals and objectives, prioritizes and plans work activities, identifies specific action steps and resources, anticipates problems and develops contingency plans

10. **Personal Responsibility** – Displays initiative to accept responsibility, learn from mistakes, create personal development plans, and recognize and communicate personal limitations.
11. **Productivity** - Meets or exceeds productivity standards, completes work in timely manner, and strives to increase productivity.
12. **Professionalism** - Upholds organizational values, demonstrates sound business ethics, works with integrity and ethically in all situations, and treats others with respect and consideration at all times regardless of their status or position. Accepts responsibility for actions, reacts well under pressure, follows through on commitments, and demonstrates consistency between words and actions.
13. **Responsiveness** – Takes action to meet the needs of others, responds timely without supervision, and minimizes delays.
14. **Team Player** - Identifies with the larger organizational team and their role within it by balancing team and individual responsibilities, sharing resources, responding to requests from other parts of the organization, supporting larger legitimate organizational agendas, and putting the success of the team above personal interests. Exhibits objectivity and openness to others' views, gives and welcomes feedback, contributes to building a positive team spirit, recognizes accomplishments of other team members, and builds morale and commitment to goals and objectives.