



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

What does a Receptionist do?

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.

To be successful as a Receptionist, you should have a pleasant personality, as this is also a customer service role. 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.

Customer service skills

Receptionists often are the first people customers and vendors reach when they have an issue or a concern. They need to remain calm, acknowledge and research concerns and resolve issues or direct them to the correct party for resolution while maintaining a professional and friendly demeanor.

Confidentiality

Receptionists may have access to personal and confidential client and vendor information such as medical histories, employment information, family histories, contact information and more. It is important for a receptionist to show professionalism in maintaining client and vendor confidentiality.

Organizational skills

Organizational skills refer to the ability to plan, prioritize and manage office responsibilities. Receptionists need excellent organizational skills because they schedule and confirm appointments, direct client and visitor communications to the correct party, direct clients and visitors to the right location, take notes in meetings and maintain the organization of the office.

Responsibilities

- Greet and welcome guests as soon as they arrive at the office
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Order front office supplies and keep inventory of stock
- Update calendars and schedule meetings
- Keep updated records of office expenses and costs

- Perform other clerical receptionist duties such as filing, photocopying

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. 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; additional certification in Office Management is a plus

Send resume to Kelly Fisher at kfisher@kellycs.com