**POSITION TITLE**: **Receptionist**

**Primary Purpose:**

Serves as initial point of contact and provides information for visitors; answers, screens and routes phones calls, keeps visitor's log, and provides general clerical support such as data entry, sorting and distributing mail.

**Essential Job Functions:**

1. Greets visitors and directs them to appropriate persons, answers phones, routes calls, takes messages and responds to routine inquiries to ensure quality customer service is provided to visitors.
2. Types routine documents and forms, enters data in software systems to ensure proper support to the unit. .
3. Sorts and distributes mail and materials to ensure efficient document delivery within the unit.
4. Scans and files forms and documents using electronic/manual filing systems to ensure appropriate document retention.
5. Performs other duties as assigned.

**Marginal Functions:**

1. Orders and maintains inventory of office supplies, assists with facilitating office equipment repairs.

**Knowledge, Skills and Abilities:**

1. Ability to exercise proper telephone protocol and handle difficult customer situations.
2. Excellent customer service and communication skills.
3. Basic knowledge of MS Office Suite (Word and Outlook), automated office equipment, and office practices and procedures (e.g., filing, answering telephones, receptionist duties, and supply/equipment ordering).
4. Data entry and typing skills.
5. Proactive, punctual and reliable.
6. Ability to understand and follow oral and written instructions.

**PHYSICAL REQUIREMENTS / WORKING CONDITIONS**

1. Ability to communicate effectively with others.
2. Ability to work cooperatively with colleagues and supervisory staff at all levels.
3. May be exposed to short, intermittent, and/or prolonged periods of sitting and/or standing in performance of job duties.
4. May be required to accomplish job duties using various types of equipment/supplies, to include but not limited to pens, pencils and computer keyboards.

**Required Education:** High School Diploma or Equivalent

**Required Experience:**

One (1) year in customer service or clerical experience in an office environment.

**Other Preferred Qualifications:**