

Position Title

Receptionist

Date Prepared

January 16, 1996

Department

Customer Service

Location

Brainerd

Reports to: VP of Operations

I Position Purpose

- To ensure callers and visitors are handled promptly and professionally.
- Provide direction and assistance.
- To provide administrative support to management and other departmental functions.

II Primary Functions Duties and Responsibilities

- Answer telephones promptly and courteously. Direct to appropriate party; take and deliver messages as required.
- Greet guests, visitors, and customers. Provide direction and assistance as needed.
- Provide job applicants with information on job openings and with appropriate paperwork if necessary.
- Maintain and monitor office equipment such as telephones, copiers, postage meter and facsimile machines. Report service problems and restock with materials (paper, toner, etc.)
- Order office supplies, etc. as directed.
- Sort incoming mail
- All other duties as assigned.

III Communication

External Contacts

- * Vendors
- * Customers
- * Applicants

Internal Contacts

- * Management
- * Support
- * Production

IV Problem Solving

- Provide support to fellow employees.
- Accurately detail issues to VP of Operations for resolution.

V Education and Experience

- High school graduate or equivalent.
- Prior receptionist experience would be beneficial.
- Must have prior typing experience and knowledge of word, excel and power point.
- Good interpersonal skills
- Good communication skills

VI Travel/Physical Exertion

- Travel to training and seminars as needed.
- Ability to lift up to 10lbs as needed to sort mail and move job tickets.

VII Other Information

Employee Signature _____ **Date** _____