



JOB DESCRIPTION

Position Title: Receptionist

Job Code:

FLSA Status: Non-Exempt

POSITION PURPOSE

The Receptionist is responsible for the operation of the telephone system, paging, safety and emergency code alerts, various clerical duties, customer service and data entry. The position communicates comfortably with anyone that approaches the area or contacts the Firm via the phone and relates to others in a professional and pleasant manner in person and over the phone. The Receptionist organizes the clerical workload amidst frequent distractions and interruptions and serves as a communication and information center for the Firm.

RESPONSIBILITIES AND TASKS

- Demonstrates commitment to achieving superior customer (internal and external) experiences.
- Monitors overtime to stay within budget.
- Answers and directs incoming and outgoing calls promptly and courteously.
- Organizes, plans, and manages time effectively to complete assignments.
- Meets position requirements and performs essential functions.
- Completes mandatory training and courses required by completion date.
- Reports questionable situations, concerns, complaints or harassment immediately.
- Schedule/reserve conference rooms.

COMPETENCIES

Accountability	Taking ownership for responsibilities and commitments, and their outcomes.
Business Acumen	Understanding the context, needs, and key factors associated with achieving business goals and objectives.
Change Agility	Effectively anticipating, preparing for, facilitating, leading, and supporting sustainable positive change.
Collaboration	Contributing and capitalizing on the talents of diverse stakeholders to achieve common goals while respecting individual needs.
Communication	Conveying, understanding, acknowledging and incorporating information, news, ideas and feelings, using a variety of methods.
Leadership	Engaging relevant parties, building a compelling vision of desired outcomes, generating energy and enthusiasm, and empowering others to take action by removing obstacles and building accountability.
Personal Growth & Development	Devoting time and energy to expand knowledge, skills, and abilities; and seeking new experiences or career opportunities.
Quality & Customer Satisfaction	Committing oneself to maintain a high standard of excellence while also meeting or exceeding customer expectations.
Talent Management	Attracting, engaging, retaining, and developing high-performing individuals and teams to meet current and future business needs.
Job/Technical Proficiency	Demonstrating the appropriate breadth and depth of knowledge and skill specific to one’s profession, function or job discipline.

POSITION REQUIREMENTS

License or Certification:

- N/A

Minimum Qualifications:

- High school education/diploma or equivalent preferred.
- Minimum of 12 months previous administrative experience or equivalent preferred.

Machines, Equipment Used:

- General office equipment such as computer/laptop, telephone, copy/fax machine, calculator, scanner, etc.
- Microsoft Office software, to include Outlook, Word, and Excel.

Physical Requirements:

- Visual acuity, speech recognition, speech clarity.

- Ability to lift, lower, push, pull, and retrieve objects weighing a minimum of 15 pounds. Reasonable assistance may be requested when lifting, pushing, and/or pulling exceeds these minimum requirements.

Skills and Abilities:

- Oral communication, written communication, fluency in English, active listening.
- Information ordering, deductive reasoning, social perceptiveness, time management, critical thinking.
- Ability to coordinate, analyze, observe, make decisions, and meet deadlines in a detail-oriented manner.
- Ability to work independently without continuous supervision.

Environmental Conditions:

- Indoor, temperature controlled, smoke-free environment.
- Handicapped accessible.
- May work under stressful circumstances at times.

Proficiency or Productivity Standards:

- Has regular, reliable, and predictable attendance and punctuality.
 - Adheres to dress code including wearing ID badge.
 - Adheres to Standards of Business Conduct.
 - May be required to work weekdays and/or weekends, evenings and/or night shifts if needed to meet deadlines.
 - May be required to work on religious and/or legal holidays on scheduled days/shifts.
 - May be required to perform other duties as assigned by supervisor.
 - This position will support cultural diversity by promoting and maintaining an inclusive work environment and culture that is respectful and accepting of diversity.
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All job descriptions approvals and performance evaluations are conducted electronically. Under extenuating circumstances, paper templates can be requested from Human Resources or a member of leadership within the firm.