

Administrative Assistant / Reception

Distinguishing Characteristics- Receives supervision from the Vice President and direction from the Office Manager. Work is usually performed at the front office desk. This person will receive or greet any visitors and answer telephone calls.

Business duties may include answering visitors' inquiries about the company and its products or services, directing visitors to their destinations, live call screening/forwarding, appointment scheduling, customized greetings, flexible call routing, email and fax services, order taking, voicemail services, message taking, sorting and handing out mail, filing, records keeping, keyboarding/data entry, serve water, coffee or tea to guests, keep the lobby area tidy, and performing a variety of other office tasks.

The position may also assume some security guard functions, and may be required to verify employee identification, and observe and report any unusual or suspicious persons or activities.

The position is often the first business contact people will meet. As such, maintaining a calm, courteous and professional demeanor at all times, regardless of the visitor's behavior, is essential.

Some personal qualities that the person is expected to possess in order to do this job successfully include attentiveness, a well-groomed appearance, initiative, loyalty, maturity, respect for confidentiality and discretion, a positive attitude and dependability.

At times, the job may be demanding due to interaction with many different people with different types of personalities, and being expected to perform multiple tasks quickly.

Qualifications

Applicants should have:

- Prior experience in reception or administrative services
- Excellent interpersonal and communication skills (written and verbal)
- Must be computer savvy and proficient in Microsoft Office and Outlook
- Ability to juggle multiple calendars and projects with superb accuracy
- Exceptional administrative skills, over the phone and in person, with our clients and internal departments
- Strong sense of urgency and problem solving skills
- Be outcome-oriented
- Ability to work in a fast paced environment with strong attention to detail is essential.