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## ***JOB DESCRIPTION – CORPORATE RECEPTIONIST***

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**DEPARTMENT:** Clerical

**JOB TITLE:** Corporate Receptionist

**REPORTS TO:** Office Manager

**PURPOSE:** The purpose of this job is to assist with the efficient daily operation of the corporate office. Additionally, to provide receptionist duties and direct clerical support to the Administrative Staff as necessary.

### **JOB DUTIES:**

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#### Clerical/Secretarial Duties:

- Types letters, memorandums, reports, general correspondence and administrative forms as requested by the Administrative Staff, in a timely and efficient manner.
- Assists with the mailing process such as labeling out-going mail and operating the postage meter.
- Performs data entry as required.
- Files Agency documentation, correspondence, and billing information.
- Performs administrative billings functions such as:
  - Creating new client files.
  - Preparing Census Audits.
  - Preparing Waiver bills in handwritten form.

#### Receptionist Duties:

- Operate telephone system, route calls, and take messages as needed.
- Respond to a high volume of incoming calls during peak periods.
- Greet/direct visitors both in the office and over the phone in a professional and courteous manner.

## **JOB REQUIREMENTS:**

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1. Good knowledge of general office practice and business English.
2. Ability to provide a professional appearance (i.e., professional dress and presentation) to the public.
3. Ability to learn the company's quality objectives and apply those objectives in the performance of the job duties.
4. Ability to receive/screen office visitors and telephone calls.
5. Sufficient typing skills and knowledge of computers as well as various software packages.
6. Ability to respond to a high volume of incoming calls, routes them, and/or takes messages in a professional and courteous manner.
7. Ability to perform basic mathematical calculations, proofread documents/reports, and maintains documents.
8. Knowledge of organizational methods and the ability to manage multiple tasks simultaneously.
9. Ability to operate all office equipment required to achieve job duties such as computers, typewriters, fax machines, labeling machine, postage meter, copiers, and telephones.
10. Ability to manage and maintain confidential information.
11. Ability to remain calm and professional during peak periods of activities.
12. Ability to work daily and overtime as needed.
13. Ability to provide assistance in other work related areas as required.

## **BASIC PHYSICAL REQUIREMENTS:**

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Approximate: 8-Hour Day (may be longer during peak season)

<b>Key:</b>	Occasional	=	0% to 33%	N/A = Not Applicable
	Frequent	=	34% to 66%	
	Continuous	=	67% to 100%	
Standing				Occasional
Sitting				Continuous
Walking				Frequent
Bending/Kneeling/Crouching/Stooping				Occasional
Reaching Above Shoulder				Occasional
Climbing (stairs, ladders, etc.)				Occasional
<b>Working on Heights:</b>				
Unprotected Heights				N/A
Protected Heights				N/A
Lifting Weights from 0 to 50 Pounds				Occasional
Push/Pull/Maneuver Equipment/Products/Materials Weighing from 0 to 100 Pounds				Occasional
Being Around and/or Operating Moving Machinery/Equipment				N/A
Operating a Vehicle (as a part of your job)				N/A
Read/Monitor Gauges on Various Equipment/Machinery				N/A
<b>Hand Movements:</b>				
Recording Data				Continuous
Operating Office Equipment				Continuous
Operating Computer				Continuous
Simple Grasping (right and left)				N/A
Firm Grasping (right and left)				N/A
Fine Manipulating (right and left)				N/A
Foot Movements to Operate Foot Controls				N/A
<b>Vision:</b> Good Vision, Corrected to Normal; or Ability to Access Required Information and to Perform Job Duties				YES
<b>Color Definition Required:</b>				NO
<b>Hearing:</b> Good Hearing, Corrected to Normal; or Ability to Communicate/Understand Required Information and to Perform Job Duties				YES
<b>Mobility:</b> Ability to be mobile throughout required work areas.				
Office				Continuous
Multiple Locations				N/A
Plant				N/A
Equipment/Maintenance or Repair Area				N/A
Rough Terrain				N/A
Other				N/A

## **BASIC MENTAL REQUIREMENTS**

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This job requires the mental abilities to effectively assist the Administrative Staff with office operations. Furthermore, attention to detail, logical thinking, common sense, problem solving and excellent oral and communication skills are also required to accomplish job duties.

## **WORKING CONDITIONS AND EXPOSURES:**

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General office working conditions exist, including extended periods of managing a telephone system with a high volume of calls and possible extended periods of computer work.

## **TRAINING:**

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Safety:

Right to Know

Other:

On-the-job Training  
Employee Handbook

## **JOB QUALIFICATIONS:**

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Education: High school diploma required, business school or two-(2) year's college preferred.

Experience: One-year data entry experience preferred.  
One-year receptionist and office experience preferred.

"Note: This is not necessarily an exhaustive list of the job duties and requirements associated with this job, but is intended to represent an accurate reflection of the current job."

## ***JOB DESCRIPTION ACKNOWLEDGEMENT***

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Job Title: Corporate Receptionist

- YES \_\_\_\_ NO \_\_\_\_ I have been provided a copy of the job description to read or the job functions have been explained to me.
- YES \_\_\_\_ NO \_\_\_\_ I understand the requirements of this job.
- YES \_\_\_\_ NO \_\_\_\_ I understand that this job description is not necessarily an exhaustive list of the job duties and requirements associated with this job, but rather is intended to represent an accurate reflection of the current job. Furthermore, management reserves the right to add, delete, and/or modify any of the job duties or requirements at any time.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Applicant Signature