

YOUR AGENCY NAME

Title: Receptionist

Reports To:

Job Summary: The Receptionist answers and accurately directs phone calls professionally, greets clients and visitors positively, maintains the programming and maintenance of the telephone system, and obtains professional assistance as needed. The Receptionist maintains the Welcome Board for announcing all visitors and performs light word processing and data entry projects as needed or requested. The Receptionist meets agency service standards of time and quality.

Date: mm/dd/yyyy

PRIMARY RESPONSIBILITIES AND DUTIES

Reception Area:

- Answers incoming calls, within three rings, positively, and warmly.
- Accurately directs caller to the appropriate people courteously and professionally.
- Returns to calls placed on hold every 45 seconds, giving the caller the opportunity to continue holding or to leave a message.
- Answers clients non-insurance inquiries, as needed, or directs the inquiry to the person best able to answer.
- Takes and delivers accurate phone messages, with call back numbers, area codes, and names legibly written, and promptly relays messages to the proper person.
- Greets incoming clients and visitors in a friendly and positive way. Quickly notifies the person being visited.
- Maintains a neat and tidy reception area, replacing magazines as received, clearing up any clutter on an ongoing basis, and maintains a professional, comfortable general office atmosphere.
- Offers coffee or other refreshments to clients or visitors who are waiting to visit agency staff.
- Maintains and updates the Welcome Board each day, and throughout the day, to keep announcements current.

Administration:

- Opens, sorts, separates, and distributes mail neatly and accurately for the agency personnel according to mail distribution workforce.

- As time and size of the project allows, stuffs, sorts, and labels outgoing bulk-mail projects.

Personal and Organizational Development:

- Actively seeks out and performs other agency services support functions and performs clerical duties, as requested or required by others, such as copying or faxing.
- As needed, assists in preparing and processing bulk mailing projects and other agency projects which require organization and attention to rote details.
- Performs other tasks and duties, as requested or required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- High School Diploma or equivalent, computer keyboarding skills, effective communication skills, friendly and outgoing personality, organizational skills, and ability to respond to requests effectively and efficiently.
- Ability to learn computer programming of the telephone system and to understand when and how to gain professional outside assistance, as appropriate needs arise.
- Understands and can perform basic office-practice skills, including filing, light typing, processing and sorting functions.
- Can carry out detailed written or verbal instructions,
- Can add, subtract, multiply, and divide whole numbers, and perform simple calculations involving decimals and simple fractions.
- Ability to file, post, sort, or prepare mail projects. Can copy data from one source to another, obtain information from others, and deliver information to others clearly and accurately.
- Ability to perform 80% sedentary work, exert up to 10 lbs of force occasionally, and exert negligible force frequently, or constantly move objects, including the human body. May be asked to exert up to 20 lbs of force periodically as needed.
- Minimal physical efforts required to perform the position include fingering as a repetitive activity, grasping, verbally communicating detailed and important information to others accurately and quickly, stooping, reaching, standing, and lifting light objects under 10 lbs.

Working Conditions:

- High-pressured, fast-paced environment with significant telephone and personal disruption. Large number of multiple steps in complex system performed with accuracy and speed is essential to the successful completion of tasks.
- This job description is intended to describe the level of work required by the person performing the work of the positions and physical requirements normal to the position. Principal duties outlined are the essential responsibilities and duties and other duties may be assigned as needs arise or as required to support principal duties.
- This description is not intended as a contract and is subject to change and revision as needs arise. Any written contractual agreements will supersede this job

description. All requirements may be modified reasonably to accommodate physically or mentally challenged staff members.