

RECEPTIONIST JOB DESCRIPTION

Reports To: VP of Operations

Revised: 08/10/15

I. Performance Objectives:

- Accurately answer phone calls and greet customers at front desk in a friendly, energetic, personable, professional and polite manner.
- Be perceptive about other employees and their professional needs as they pertain to the front desk (visitors, callers, deliveries and faxes).
- Be courteous and exercise diplomacy at all times. Must maintain cooperative and harmonious working relationships with other staff members.
- Answer questions and ask questions to direct callers or visitors to proper location.

II. Knowledge, Skills, and Abilities:

- Knowledge and proficient use of Microsoft Office applications.
- The knowledge and experience to independently perform substantial clerical or office work of any kind.
- Strong verbal and interpersonal skills and the ability to organize and prioritize work.
- Ability to proficiently use a multi-line telephone system, computer, copier, and fax machine.
- Must maintain proper and professional telephone voice and utilize proper telephone etiquette.
- Ability to make customers feel welcome by utilizing a personable approach to service and maintaining a positive attitude.
- Ability to multitask.
- Be a self-motivated individual and display initiative.
- Be able to handle emotional, confrontational people in a calm and professional manner. Never lose composure.
- Have the ability to do basic mathematics and work with interest rates, ratios, percentages, and graphs as required.

III. Major Duties and Responsibilities:

- Ensure reception desk is manned and main telephone line has coverage at all times during business hours. Coordinates and works with the Director of Closing to assure front desk coverage requirements are met including coverage for lunch, breaks and days off.
- Upon arriving make sure necessary lights are on in the building and fresh coffee is made and maintained during appropriate times of the day.
- Keep common areas clean and organized.
- Accept calls for Citywide Mortgage using a multi-line telephone system.
- Direct visitors and refer calls to the appropriate staff members.

- Answer routine questions.
- Ensure the main telephone line is answered and phone calls are directed to the appropriate person.
- Assist in the distribution of deliveries.
- Ship trailing documents to various investors.
- Back up and assist Cross Functioning Floater.
- Enter Data on 1098 report
- Maintain Citywide Mortgage company wide telephone list. Assure changes are made in a timely manner and telephone list is available on company server for easy access by all employees. Notify all employees as changes are made.
- Assist when needed in processing all incoming and outgoing mail and assure interoffice mail processing meets courier deadline.
- Assist Processor with verifications needed for process of mortgage applicants
- Assist Compliance Officer with day of verbal VOE's
- Prepare and mail or email marketing information to past customers or prospects.
- Perform tasks and other work-related projects and duties as assigned.

IV. Qualifications:

- High school graduate required, some college preferred.
- Multi-line phone system experience and reception desk experience preferred.
- Dependability and confidentiality is a must.
- Prior customer services experience a must.
- Computer skills are required.

V. Days/Hours:

- To be determined at hire
 - Possible Monday – Friday from 8:00 am – 1:00 pm or 10:00 – 2:00 pm

VI. FLSA Status:

- Non-Exempt

VII. Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear for extended periods of time. The employee frequently is required to use hands and fingers to type, answer phones and forward calls. Also should be able to reach items with hands and arms. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 10 pounds.

VIII. Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate. This employee will be working in an office environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have read and understand this job description.

Signature

Date Signed

Print Name