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| --- | --- | --- | --- |
| Job Title: | Receptionist / Customer Service Specialist | Status: | Non-Exempt |
| Department / Group: | Administration | Travel Required: | No |
| Position Reports to: | Office Manager | Position Type: | Full-Time |
| Salaried / Hourly: | Hourly |  |  |
| Reporting Positions: |  | | |
|  |  |  |  |
| **Approved By:** |  | **Date:** |  |
| **Updated By:** |  | **Date:** |  |

**Position Summary / Purpose**

Provide support to management in the orchestration of administrative functions.

Help retain customers by exceeding their expectations through follow up contact with them and through the accurate performance of administrative tasks.

**Primary Duties and Responsibilities**

* Answer phones and handle incoming calls.
* Type business correspondence.
* Schedule work.
* Greet walk-in customers. Act as the gatekeeper for those seeking time with executives and managers.
* Prepare work orders.
* Complete inner-office documentation.

**Additional Duties and Responsibilities**

* Assist with maintaining customer database.
* Assist with daily housekeeping of the office.

**Decision Rights and Authority**

* Schedule service work based on available capacity.

**Working Relationships and Scope**

* Maintain timely communication and flow of information with technicians, service providers, estimators, and project managers.

**Performance Competencies**

* **Oral Communication**  
  Speaks clearly and persuasively in positive or negative situations. Able to effectively calm excited customers, use questioning to accurately identify the type and extent of problem, and describe the steps that will be taken. Adaptable and able to think on his / her feet.
* **Written Communication**  
  Writes clear, precise, well organized letters, proposals, and emails. The individual edits work for spelling and grammar and is able to read and interpret written information. Uses appropriate vocabulary and grammar.
* **Planning and Organizing**  
  Plans, organizes, and schedules their time in an efficient and productive manner. Focuses on key priorities. Effectively manages multiple tasks simultaneously. Pays attention to details.
* **Technology**  
  Regularly uses standard word processing, spreadsheet, and presentation software tools to enhance efficiency and accuracy of work performed and is capable of providing routine troubleshooting and user support for software and hardware used in the office environment.

**Qualifications-Knowledge, Skills, and Abilities**

* **Education and Experience**

High school diploma (or GED) plus three (3) to five (5) years of office or receptionist experience. Minimum of three (3) years of office and customer service experience.

* **Mathematical Skills**

Adequate math skills. Ability to compute ratios and percentages and determine available capacity based on size of job.

* **Computer Skills**

Demonstrates intermediate to advanced proficiency in the use of computers and computer software, especially MS Office, Word, and Excel.

* **Certificates, Licenses, and Registrations**

None required for this position.

**Physical Demands**

*The physical demands described below are representative of those that must be met 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, use hands to finger, handle or feel, reach with hands and arms, and talk or hear. The employee is frequently required to stand and walk. The employee must regularly lift and / or move up to 10 pounds and occasionally lift and / or move up to 25 pounds.

**Working Conditions**

* The work of this position is predominantly carried out in an office environment. Occasional exposure to the shop where vehicles and equipment are housed and maintained is expected
* Noise level in the work environment is usually quiet

**EMPLOYEE POSITION ACKNOWLEDGMENT**

I have read and understand the duties and responsibilities of my position as Receptionist–Customer Service Specialist.

I have been provided with a copy of the company’s Position Description for this job.

I understand that I am responsible for carrying out the responsibilities defined in the attached Position Description and am expected to follow any additional job-related instructions, and to perform additional job-related duties as requested by my supervisor.

**SIGNATURES OF ACCEPTANCE**

Signing on behalf of this position and agreeing to accept all its accountabilities is:

|  |  |  |
| --- | --- | --- |
|  | Date: |  |

Signing on behalf of the Manager’s position and agreeing to accept all its accountabilities is:

|  |  |  |
| --- | --- | --- |
|  | Date: |  |

***This position description in no way states or implies that these are the only duties to be performed. You will be expected to follow any additional job-related instructions and to perform additional job-related duties as requested by your supervisor.***