



Position: Receptionist

Working under direct supervision, the Receptionist is responsible for operating a multi-line telephone system and ensuring calls and visitors are directed to the appropriate personnel. As the first point of contact for the organization, the Receptionist must have a courteous and professional demeanor. The Receptionist also provides office and clerical support.

Responsibilities:

1. Answers and directs telephone calls. Takes and relays messages. Retrieves messages from general voicemail and forwards to the appropriate personnel
2. Greets and assists visitors in a courteous and professional manner. Announces visitors to the appropriate personnel
3. Receives, date stamps and distributes all incoming mail. Prepares out-going mail
4. Responsible for recording all incoming checks and distributing them to the appropriate personnel
5. Maintains inventory of office supplies, including postage. Responsible for replenishing supplies
6. Performs data entry, faxing, filing and copying
7. Assists with mass mailings by sorting and stuffing envelopes
8. Other duties as assigned or requested

Qualifications:

- Minimum six months to one year experience working with multi-line telephone system and providing office and clerical support. Preferably, prior experience in an environment focused on employee benefits
- Must have courteous and professional demeanor, exhibiting good judgment when assisting/interacting with others
- Must be able to use discretion and handle sensitive/confidential information
- Attention to detail, producing accurate and high-quality work
- Ability to multi-task, meet deadlines and be able to thrive in a fast-paced, high demand work environment
- Good written and verbal communication skills
- Proficient with Microsoft Office (Word, Excel, Outlook)
- Ability to comply with operating policies, procedures and rules is essential
- Must be able to maintain regular and predictable attendance; the ability to work overtime is required
- Must maintain positive and cooperative communications and collaboration with all levels of employees, clients and customers
- Bilingual (Spanish) preferred