

Job Description

Job Title: On Call Front Desk Receptionist # 1

FLSA Status: Non-Exempt

ADP Job Code: ADM

Reports to: Facilities Coordinator/Admin Asst. to EVP

Department: Administration

Location: Ephrata 152

Prepared by/date: October 2016

Summary:

The Receptionist is the first impression of Clear Risk Solutions/Brown & Brown. Customer Service and Customer Relations are top priority.

Essential Duties and Functions:

- Answer multiline switchboard.
- Direct calls as specifically set out in departmental call routing procedures, or special instructions.
- Greet incoming guests and assign visitor badges. Call individual expecting the guest so that they may meet them up front.
- Sign for incoming FedEx, UPS and USPS that may require a signature.
- Sort, open, stamp, and distribute incoming daily mail, as directed.
- Place any incoming checks into Accountings mail folder, and let them know ASAP.
- Process all outgoing mail.
- Sign out key for file storage facility.
- Review Front Desk Procedure Manual for any changes.
- Other job-related projects or assignments as needed.

Competencies:

- On-Call availability and regular attendance when needed is essential, and expected for the effective operation of the company.
- Excellent oral and written communication and the ability to work in a team environment.
- Possess a positive attitude, strong interpersonal skills, organizational skills, and computer skills.
- General business and accounting skills are helpful.
- Professional office dress is mandatory. Must present oneself in a professional manner, including personal hygiene and appearance.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Required:

- There are times when the switchboard can become inundated with incoming calls, therefore the person in this position must be able to maintain confidence in their ability to multitask and reflect that in their attitude/voice during such times.

Preferred:

- Experience on a multiline Switchboard
- Customer Service experience

Physical Requirements Necessary on a Regular Basis:

1. Manual dexterity, arm and upper body range of motion sufficient for use of a keyboard, mouse and telephone on a constant basis for at least 7-10 hours per day.
2. Speech and hearing sufficient for in-person and telephone communication on a constant basis for at least 7-10 hours per day.
3. Vision sufficient for use of a computer monitor.
4. Ability to sit at a desk on a constant basis for at least 7-10 hours per day.

This job description is not meant to be an all inclusive statement of the duties of the position listed above. Other appropriate duties may be required from time to time.

I acknowledge that I have reviewed this job description and can perform the essential duties with, or without, reasonable accommodation.

Signature_____

Print Name_____

Date_____