

Job Title	Receptionist
Location	Mount Vernon, OH
Remote Option	Not Available
FT/PT	Full-Time
FLSA Status	Non-Exempt
Schedule	Monday – Friday 8:30 AM – 5 PM
Pay Type/Range	Hourly \$18 - \$20

Responsibilities: The Receptionist is responsible for ...

1. Positive impressions on callers and visitors
2. Compliance with agency policies and procedures
3. Accurate and quality work at all times
4. Team cooperation and development

Accountabilities: The Receptionist is expected to ...

1. Comply with company policies as defined in the Employee Handbook and other company documentation
2. Fully support the company's role on the importance of documented procedures and their consistent use by all staff:
 - a. Comply with agency processes and procedures and utilize the documented procedures, when available
 - b. Actively seek to improve the efficiency and effectiveness of the role's duties and responsibilities
 - c. Communicate and suggest ideas for improving agency processes and procedures, equipment and tools, or any other ideas that would benefit the agency
3. Always be polite and courteous to callers and visitors
4. Present a pleasant and enthusiastic personality at all times
5. Perform assigned work as fast and efficiently as possible without sacrificing acceptable levels of quality
6. Openly share technical and other know-how with team members to improve company operations overall
7. Participate fully in company meetings
8. Comply with departmental reporting requirements
9. Be a thinker involved in improving the company by creatively engaging in all aspects of personal responsibilities and company operations beyond the letter of the expectations defined in this Role Description
10. Accept and embrace changes in the role's responsibilities that, in a dynamic and always-changing world and industry, are necessary from time to time

Evaluation: The Receptionist will be evaluated on ...

1. Compliance with company processes and procedures
2. Impact on callers and visitors
3. Speed and accuracy of work
4. Level of cooperation and participation
5. General observations of superior roles

Skills: The Receptionist will have the following ...

1. **Communication Skills:** Clear and effective verbal and written communication is essential for interacting with clients, colleagues, and visitors.
2. **Customer Service:** A friendly and professional demeanor helps in providing a positive experience for everyone who enters the office.
3. **Organization:** Keeping track of appointments, managing schedules, and maintaining records require strong organizational skills.
4. **Technical Proficiency:** Familiarity with office software (e.g., Microsoft Office Suite) and equipment (e.g., phone systems, printers) is important.
5. **Problem-Solving:** Ability to handle unexpected situations and find solutions quickly.
6. **Attention to Detail:** Ensuring accuracy in scheduling, record-keeping, and communication.
7. **Time Management:** Efficiently managing time to balance various responsibilities.
8. **Professionalism:** Maintaining a professional appearance and attitude at all times.
9. **Interpersonal Skills:** Building good relationships with colleagues and clients through effective interpersonal interactions.