



## JOB DESCRIPTION

Position Title	<b>Receptionist</b>	Department(s)	<b>Administration</b>
Direct Report(s)	<b>None</b>	Revision/Approval/Date	<b>07/31/05</b>
Pay Schedule		Pay Type	<b>Hourly</b>

### JOB SUMMARY

Answers inquiries and obtains information for general public, customers, visitors, and employee's. Provides information regarding activities conducted at establishment; location of departments, offices, and employees within organization.

### RESPONSIBILITIES

- Operates telephone switchboard to answer, screen and forward calls, providing information, taking messages and scheduling appointments.
- Greets persons visiting company, determines nature and purpose of visit, and directs or escorts them to specific destinations.
- Transmits information or documents to customers, using computer, mail, or facsimile machine.
- Collects, sorts, distributes and prepares mail, messages and courier deliveries.
- Enrolls individuals to participate in programs and notify them of their acceptance.
- Coordinates Meridian phone sales.
- Prepares bank deposits by compiling data from cashiers, verifying and balancing receipts, and sending cash, checks, or other forms of payment to banks.
- May be asked to perform other duties at a lower level or higher level of proficiency or not related to this classification on occasion.

### EDUCATION / EXPERIENCE REQUIREMENTS

- High School diploma or GED
- Proficiency with computers including Microsoft Office products (1 yr min exp).
- Two to three years of customer contact and computer experience.
- Some sales experience preferred.

### SKILLS AND ABILITY REQUIREMENTS

- Good organizational and communication skills. Detail-oriented.
- Ability to work under pressure, multi-task and prioritize tasks with strict deadlines.
- Demonstrates time management skills.
- Using logic and reasoning to offer solutions to problems.
- Teaching others new processes and procedures.

### EXPECTATIONS

- Set the example by actively contributing to department and company goals.
- Clarify expectations and seek additional training as needed.
- Build quality into work. Ensure processes are consistent with quality objectives. Be aware of current quality levels versus target levels.
- Develop and achieve departmental/company goals and controls. Make suggestions for improvement in areas of cost reduction, processes, quality and productivity.
- Maintain a clean and safe work area.





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**Weight required to be manually lifted each normal work day:  
(Occasional = 1-33%, Frequently = 34-66%, Continuous = 67-100%)**

	Not Req'd	Occasional	Frequent	Continuous
Up to 10 pounds			X	
Up to 20 pounds		X		
Up to 35 pounds		X		
Up to 50 pounds		X		
Up to 75 pounds	X			
Up to 100 pounds	X			
Over 100 pounds	X			

**Lifting and Carrying: Files and supplies under 10 pounds**