

Reid Temple AME Church

Receptionist job description

Receptionist Responsibilities:

Include:

- Serving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately
- Answering the switchboard, screening and forwarding incoming phone calls
- Receiving and sorting daily mail/deliveries/couriers

Job brief

We are looking for a Receptionist to manage our front desk on a daily basis and to perform a variety of administrative and clerical tasks.

As a Receptionist, you will be the first point of contact for our company. Our Receptionist's duties include offering administrative support across the organization. You will welcome guests and greet people who visit the business. You will also coordinate front-desk activities, including distributing correspondence and redirecting phone calls.

To be successful as a Receptionist, you should have a pleasant personality, as this is also a customer service role. You should also be able to deal with emergencies in a timely and effective manner, while streamlining office operations. Multitasking as to simultaneously manage two or more tasks by a computer and other essential for this position. This role may require working in shifts, so flexibility is a plus.

Ultimately, a Receptionist's duties and responsibilities are to ensure the front desk welcomes guests positively, and executes all administrative tasks to the highest quality standards.

Responsibilities

- Greet and welcome guests as soon as they arrive at the office
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Order front office supplies and keep inventory of stock
- Update calendars and schedule meetings when instructed
- Arrange travel and accommodations, and prepare vouchers when instructed
- Keep updated records of office expenses and costs when instructed
- Perform other clerical receptionist duties such as filing, photocopying, transcribing, data entry, and faxing

Requirements

- Proven work experience as a Receptionist, Front Office Representative or similar role
- Proficiency in Microsoft Office Suite
- Hands-on experience with office equipment (e.g. fax machines and printers)
- Professional attitude and appearance
- Solid written and verbal communication skills

- Ability to be resourceful and proactive when issues arise
- Excellent organizational skills
- Multitasking and time-management skills, with the ability to prioritize tasks
- Customer service attitude
- High school degree; additional certification in Office Management is a plus

I agree to the Requirements and Responsibilities of the Receptionist Responsibilities as outlined.

Employee Signature

Personnel Office
Reid Temple AME Church
Glenn Dale Campus
Signature of Officer
