

Job Description

Job Title: Receptionist
Status: Non-Exempt
Supervisor: Branch Manager

Section:

Category:
Dept: Service

Position Responsibilities

- Answer, screen and process all incoming calls and/or messages
- Greet customers and represent Ci in a positive manner
- Handle and process incoming and outgoing mail and packages. Overall responsibility for all preparation and processing and cost efficient use of FedEx, UPS etc.
- Maintain equipment repair log
- Monitors distribution of customer equipment and parts
- Prepare packing lists
- Collection of work orders from technician
- Prepare spreadsheets, reports and other documentation
- Other duties as assigned
- This role requires the ability to lift and carry packages on a regular basis that may weigh up to 15 lbs.
- This role also requires the ability to walk frequently during the day while carrying the packages to other locations in the office.

Qualifications

- **Requires advanced computer skills**, including creation of various reports and complex spreadsheets. Must be **Very** proficient in Entire Microsoft Office Suite, with a **STRONG** Focus on **Excel Skills & Word, Microsoft Dynamics AX Experience Strongly Preferred**
- This position requires the skills and knowledge normally obtained through the successful completion of a **high school degree**. Associates Degree, or some college/business courses strongly preferred.
- Must demonstrate strong interpersonal skills dealing with greeting customers in person and on the telephone. Must speak clearly and professionally
- Requires computer skills, including creation of various reports and spreadsheets. Must be familiar with Microsoft **Excel Skill & Word**.
- Effective communicator, both written and oral.
- Capable of dealing with internal and external clients in a tactful and professional manner.
- Must be able to work under pressure and tight deadlines
- Ability to be self-motivating a necessity