

## **Job Description - Receptionist**

**This position offers a Competitive Hourly Rate, annual Bonus opportunity, an attractive benefits plan including Company Paid health insurance, a 401(k) w/ employer match, company paid life insurance, paid holidays & Paid Time Off (PTO). This role provides a Company laptop.**

### **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**.
- This position requires the skills and knowledge normally obtained through the successful completion of a **high school degree**. Associate degree, or some college/business courses 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 deal with a change in direction or focus.
- Ability to be self-motivating a necessity.