

Receptionist

Reports to: Lead Receptionist
Division: Everts Air Cargo

Department: Human Resources
Station: FAI

Job Summary:

Greet and assist customers and clients as they enter the office. Handle incoming phone calls diplomatically and politely and route to appropriate personnel. Maintain the lobby and copier area. Assist other departments/companies as required.

Essential Functions:

1. Greet and assist customers and clients as they enter the office.
2. Receive incoming phone calls for all 4 companies diplomatically and politely and route to appropriate personnel.
3. Maintain cleanliness and order of the lobby and copy room.
4. Process incoming and outgoing company mail.
5. Keep the coffee station stocked and coffee made.
6. Assist with airport badge requirements to include processing of new hires, inventory and badge collections.
7. Assist with Corporate Giving program.
8. Maintain office supply cabinet orderly and order supplies as requested and needed.
9. Distribute faxes as they arrive.
10. Perform copy projects for various departments as well as keep the copy machine stocked with paper.
11. Assist other departments/companies as required.
12. Let the company dogs out as needed.
13. Perform duties and responsibilities as outlined in the Reception Desktop Procedure Manual.

Additional Duties:

Safety

1. Contribute to a safe work environment by tuning in to your environment; eliminate unsafe acts not required by your job function. Use risk mitigation guidelines where risky behaviors are authorized and required.
2. Follow SMS work practices and procedures and adhere to policies documented in the SMS manual, including the reporting of hazards and incidents.
3. Wear appropriate PPE and clothing suitable for the weather conditions.
4. Keep work areas clean and free of hazards; correct unsafe conditions when encountered and report those that you can't personally correct to your immediate supervisor.

Security

1. Maintain employee vigilance and report all security concerns.
2. Be observant of any Customers acting suspiciously and ensure that personnel/visitors are conforming to airport security guidelines.

Qualifications:

1. Requires the ability to operate a multi-line phone system.
2. Familiar with Microsoft Outlook, Excel and Word.
3. Requires the ability to understand, retain, and deliver information verbally and written.
4. Requires good organizational, attention to detail, and record keeping skills and also the ability to maintain current and updated information. Requires the ability to input and retrieve information from a database.
5. Ability to multi-task in a fast pace environment
6. Requires the ability to work with dogs in the office.

Physical Abilities:

The Physical requirements indicated below are examples of the physical aspects that this position must perform in carrying out essential job functions.

1. Ability to reach horizontally and vertically with arms. Sufficient dexterity to manipulate small objects and print or write legibly.
2. Physical ability to sit for extended periods of time.
3. Requires the ability to be sedentary for extended periods of time.
4. Shall perceive the nature of sound, near and far vision, depth perception, providing oral information, the manual dexterity to operate business related equipment, and handle and work with various materials and objects are important aspects of this job.

Reasonable accommodation may be made to enable a person with a disability to perform the essential functions of the job.

This job description in no way states or implies that these are the only duties to be performed by this employee. He or She will be required to follow any other instructions and to perform any other duties requested by his or her supervisor.

Employee Signature _____ Date _____

Employee Printed Name _____