

JOB DESCRIPTION



JOB TITLE: RECEPTIONIST
REPORTS TO: MANAGER, PROGRAM SUPPORT TEAM
DEPARTMENT: OPERATIONS & ADMINISTRATION

FLSA STATUS: NON-EXEMPT
DIRECT REPORTS: NO
EFFECTIVE DATE: JULY 15, 2019

POSITION SUMMARY

The Receptionist provides administrative, client-service, and operations support to the firm's partners, employees, and consultants, and serves as a key member of the firm's Program Support Team. The Receptionist is responsible for performing a variety of administrative activities and related tasks, including answering and directing incoming calls; monitoring and distributing mail and e-mail; ordering and organizing office supplies; and coordinating conference room reservations. The Receptionist also provides administrative, operational, and communications support to ensure that the firm's clients, visitors, and guests all receive outstanding customer service in their interactions with the firm, as well as with the firm's affiliated consulting and membership association entities.

ESSENTIAL RESPONSIBILITIES

- Answers, directs, and processes all inbound calls, messages, and general inquiries
- Welcomes and acknowledges all visitors/guests according to the firm's highest standards of client service
- Coordinates with other members of the firm's Program Support Team on firm-related events, including training programs, conference calls, meetings, communications, etc.
- Provides callers, guests, and visitors with accurate information about the firm's operations, such as office hours, location(s), directions, website addresses, and other related information
- Coordinates conference room and training center reservations
- Coordinates the ordering of office supplies and café supplies and refreshments
- Speaks with guests, partners, and employees of the firm using professional language and etiquette
- Develops and maintains positive working relationships with firm partners, employees, and consultants
- Supports the Program Support Team projects including client/member outreach, data validation, and escalating customer help requests

KNOWLEDGE, SKILLS, AND ABILITIES

- Strong customer/client orientation and excellent interpersonal skills
- Strong oral communication skills; ability to clearly explain directions, instructions, etc.
- Strong organizational and project-management skills
- Ability to work in a deadline-driven environment – establishing goals and delivering against the objectives of assignments to meet time, budget, and quality criteria

EDUCATION AND EXPERIENCE

- Associate's degree in a business-related field is required (Bachelor's degree is preferred)
- Minimum of 2 years of experience in a customer or client service role such as retail sales, hospitality, etc.
- Experience with Microsoft Word, Excel, PowerPoint, and Outlook

ATTRIBUTES

- Holds a strong work ethic and maintains a positive attitude
- Committed to consistently delivering outstanding client service
- Pays attention to detail
- Maintains a professional presence
- Enjoys the challenges of working in a team setting

To apply send cover letter and résumé to careers@ntlakis.com.