



Job Description: Receptionist

Classification

Nonexempt

Salary Range

As posted

Reports to

Office Manager

JOB DESCRIPTION

Summary

Provides general office support with a variety of clerical activities and related tasks. The receptionist will be responsible for answering incoming calls, directing calls to appropriate associates, mail distribution, flow of correspondence, requisition of supplies as well as additional clerical duties.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Answers telephones and directs the caller to the appropriate associate. Will transfer a caller to an associate's voice mailbox when the associate is unavailable, or page them as needed.
2. Greets and directs visitors to the company, and representing the company in a professional manner.
3. Takes, forwards, and retrieves messages for Bayview personnel, and pages associates as needed.
4. Provides callers with information such as company address, directions to the company location, company fax numbers, company website and other related information.
5. Receives, sorts and forwards incoming mail.
6. Coordinates the pick-up and delivery of express mail services (FedEx, UPS, etc.)
7. Assists in the ordering, receiving, stocking and distribution of office supplies and materials.
8. Processes incoming customer RFQs (Requests for Quotation) according to procedure.
9. Provides material quotes from various sources for estimating and purchasing purposes.
10. Routinely follows up with customers on various subjects by phone and email.
11. Composes professional and courteous email communications in keeping with company standards.
12. Assists with other related clerical duties such as photocopying, faxing, filing and collating.
13. Keeping the offices clean.

Competencies

1. Technical Capacity.
2. Personal Effectiveness/Credibility.
3. Thoroughness and Flexibility

4. Collaboration Skills.
5. Communication Proficiency.
6. Office Experience: General, Scheduling; Telephone Skills; Typing, Documentation Skills; Meeting Planning; Verbal Communication; Written Communication; Dependability; Attention to Detail; Administrative Writing Skills
7. Spelling, vocabulary, math and grammar skills appropriate to the level of the position.

Supervisory Responsibility

This position has no supervisory responsibilities.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. This is largely a sedentary role; however, some filing and general cleaning is required. This would require the ability to lift files and cleaning tools, open filing cabinets, and bend, stretch, or stand as necessary.

Position Type and Expected Hours of Work

Days and hours of work depend on part-time or full-time status, but are generally Monday through Friday during business hours of 8am-4:30pm.

Travel

No travel is expected for this position.

Required Education and Experience

1. High school diploma.
2. One year of administrative experience.
3. Proficient using a PC in a Windows environment
4. Intermediate experience with the Microsoft Office Suite: Outlook, Word & Excel.

Preferred Education and Experience

1. Associate's degree.
2. Two years of related experience.
3. Experience using Accounting Software, preferably QuickBooks.
4. Experience using Manufacturing software for scheduling, order entry, inventory, and purchasing functions.

Additional Eligibility Qualifications

None required for this position.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.