

MOUNTAIN VIEW CO-OP

JOB DESCRIPTION

Job Title: Receptionist

Job Purpose/Summary

This position is responsible for answering inquiries and obtaining information for general public, customers, visitors, and other interested parties. Provide information regarding activities conducted at establishment; location of departments, offices, and employees within organization. The receptionist 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 JOB FUNCTIONS

- Professionally answers all incoming calls and ensures that phone calls are redirected accordingly
- Greet guests in a professional, friendly, hospitable manner, and directs them according to their purpose
- Type memos, correspondence, reports, and other documents
- Perform a variety of clerical duties
- Will take and retrieve messages for various personnel
- Provides callers with information such as company address, directions to the company location, company fax numbers, company website, and other related information
- Receives sorts and forwards incoming mail; coordinates the pick-up and delivery of express mail services (FedEx, UPS, etc.)
- Assists in the ordering, receiving, stocking and distribution of office supplies
- Assist with other related clerical duties such as photocopying, faxing, filing and collating.
- Transmit information or documents to customers, using computer, mail, or facsimile machine.
- File and maintain records.
- Provide information about establishment such as location of departments or offices, employees within the organization, or services provided.

Accounting Responsibilities

- Mail in coupons from the stores for reimbursement
- File daily invoices, deposit slips and hand entered logs
- Complete imports in a timely fashion
- Input payments from prepared daily bank deposit
- Run and apply credit cards daily
- Balance appropriate or assigned banks codes
- Assist accounting departments with any accounting tasks, special projects, year-end tasks and/or as requested
- Answer any/all incoming calls concerning accounts receivable – assist with accounts questions, statement issues and questions

Customer Service

- Communicates with internal and external customers by telephone, computer and mail in a friendly and courteous manner

Other Areas of Responsibility

- Participate in necessary safety training and meetings.
- Assist in other duties that may be assigned to meet business needs.
- Supports all other administration and/or accounting staff when called upon.
- Other duties may be assigned to meet business needs.

QUALIFICATIONS

Minimum Education: High School diploma or equivalent education required with concentration in business.

Minimum Experience: Two years' experience in an office setting.

Knowledge/Skills/Abilities: Must be able to work independently, efficiently and handle multiple priorities. Must have high level of interpersonal skills. Planning and organization must have the ability to plan and manage multiple projects. Strong customer orientation. Attention to detail. Strong team player. A non-supervisory position.

Other qualifications: Efficient in the use of computer automated systems and software, including WORD and EXCEL. A regular and reliable level of attendance is a necessary element and essential function of this job. The employee's attendance and punctuality at the assigned work site are essential to maintain a safe and productive work environment.

MENTAL AND PHYSICAL DEMANDS

Sitting	80%	Reaching	Some
Standing	10%	Manual Dexterity	Frequent
Walking	10%	Telephone	Frequent
Kneeling	Some	Computer Screen	Frequent
Bending	Some	Lifting	30 lbs

Some standing and walking around the office and outlying locations is required. Sitting for extended periods extended periods of time and telephone work.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of responsibilities, duties and skills required of personnel as classified.

Employee: _____ **Date:** _____

Supervisor: _____ **Date:** _____

Human Resources: _____ **Date:** _____