

EXAMPLE OF AN INCLUSIVE JOB DESCRIPTION

JOB TITLE: *Receptionist*

REPORTS TO: *Office Manager*

PURPOSE:

- *To be our company's first point of contact.*
- *To represent our company in a professional and pleasant manner.*
- *To ensure that all staff members receive adequate administrative and clerical support.*
- *To coordinate front-desk activities on a day-to-day basis.*

DUTIES AND RESPONSIBILITIES:

- #1: Greet visitors in a professional and pleasant manner
- Use proper phone etiquette [critical]
 - Smile when greeting visitors [critical]
 - Notify staff when visitors arrive [critical]
- #2: Answer information requests
- Provide basic and accurate information [critical]
 - Screen and forward incoming calls [critical]
 - Conduct research [non-critical]
 - Reply to website enquiries and emails [non-critical]
- #3: Provide administrative support
- Receive, sort and distribute mail and deliveries [critical]
 - Maintain office security in line with company procedures [critical]
 - Maintain telecommunication systems [non-critical]
 - Update calendars and schedule meetings [critical]
 - Make travel and accommodation arrangements [non-critical]
 - Keep updated records of office expenses and costs [critical]
- #4: Coordinate front-desk activities
- Order and keep stock of front office supplies [critical]
 - Keep reception area tidy and presentable [critical]
 - File, photocopy, transcribe and fax documents as needed [critical]

JOB REQUIREMENTS AND QUALIFICATIONS:

Telephone skills, ability to use Microsoft Office software, organizational skills, verbal and written communication skills, ability to learn and use various types of office technology and equipment.

WORKING CONDITIONS:

This full-time position is in a busy manufacturing environment. The jobholder may be exposed to sudden loud sounds and constant background noise.

PHYSICAL REQUIREMENTS:

Must be able to remain seated at least 50% of the time.

DISCLAIMER:

This job description reflects management's assignment of essential functions; it does not proscribe or restrict other tasks that may be assigned. This job description is subject to change at any time.

Approved by:

Date approved:

Reviewed by: