Position Description and Essential Functions – Receptionist/Administrative Assistant

Job Title: Receptionist/Administrative Assistant
Job Code: Clerical
Reports To: Office Administrator
FLSA Status: Non-Exempt
Department: Administrative/Support

Job Purpose:

- Operates multiline telephone system to answer incoming calls and directs callers to appropriate personnel and otherwise relieves officials of clerical work and minor administrative and business detail by performing the below said job responsibilities.

Essential Functions include but are not limited to:

- Retrieves messages from voice mail and forwards to appropriate personnel.
- Answers incoming telephone calls, determines purpose of call and forwards calls to appropriate personnel or department.
- Takes thorough written messages and delivers messages in a timely manner or transfers calls to voice mail when appropriate personnel are unavailable.
- Keeps a current record of staff members' whereabouts and availability.
- Answers questions about organization and provides callers with addresses, directions and various other information as needed.
- Greets persons entering establishment, determines nature of business and announces visitors to appropriate personnel.
- Monitors visitor access.
- Ensures cleanliness of lobby area.
- Enters/updates appointment calendar and contact information in shared database. Provides appointment reminders.
- Receives, sorts and routes mail and deliveries including maintaining and routing industry publications, newspapers.
- Maintains fax machines, assists users, sends faxes and retrieves and routes incoming faxes.
- Prepares FedEx shipments online and prepares outgoing mail using digital postage meter.
- Runs local errands such as mailing oversized/certified envelopes or picking up/delivering documents as needed.
- Performs administrative support tasks such as proofreading, transcribing handwritten information, composing and sending simple letters, memos and fax coversheets.
- Distributes subcontractor/vendor payments as directed by bookkeeper or office administrator and performs weekly follow up for undistributed payments.
- Prepares Job Books for Project Managers and Field Superintendents.
- Prints and maintains daily local weather reports for active projects.
- Obtains and renews utility locate tickets for active projects.
- Prints and posts drawings and construction documents.
- Assists with obtaining and organizing project close-out documents.
- Assists with other administrative overflow as assigned by supervisor.
**Job Requirements:**

- High school diploma or general education degree (GED); one to three months related experience and/or training; or equivalent combination of education and experience.
- Proficiency in Microsoft Office (Word, Excel, and Outlook) and Internet Explorer.
- Good administration skills and excellent phone etiquette.
- Individual must possess an outgoing, positive disposition.
- Individual must possess and continually display professional business demeanor and excellent customer service skills.

**Job Description:**

- **Supervisory Responsibilities:**
  
  This job has no supervisory responsibilities.

- **Work Environment:**
  
  The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet to moderate.

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

  While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to walk. The employee is occasionally required to stand and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include Close vision and Distance vision.

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education/Experience:**
  
  High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience.

- **Language Ability:**
  
  Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

- **Math Ability:**
  
  Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
• **Reasoning Ability:**
  Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

• **Computer Skills:**
  To perform this job successfully, an individual should have knowledge of Microsoft Word word processing software; Microsoft Excel (basics) spreadsheet software; Internet Explorer internet software and Microsoft Outlook contact management systems.

• **Certificates and Licenses:**
  No certifications needed. Notary commission may be required.