

JOB DESCRIPTION

Receptionist – Director of First Impressions (DOFI)

Job Type: Full-time, Permanent

Salary: Non-Exempt Hourly, \$18.21 to \$25.31/hour

Summary/Objective

The Director of First Impressions (DOFI) is the face of our agency, responsible for creating a welcoming and positive first impression for all clients, visitors, and staff, whether they are in-office or remote. This role ensures the smooth operation of the front desk and performs a variety of clerical and administrative tasks to support the organization. Upholding the company's core values of Respect, Integrity, Service, Excellence and Empathy (RISEx2) is essential at all times and the ideal candidate will embody our core values.

Essential Functions

As our Receptionist/DOFI, you will play a vital role at the heart of our front office, welcoming customers, answering phones, and serving as the first impression of our company. This important position is key to creating a positive experience for all who interact with us. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

1. Client Interaction

- Use Microsoft Teams to answer and transfer calls to the appropriate personnel.
- Greet clients, visitors, and guests, determining the purpose of each visit and directing or escorting them to the appropriate locations.
- Assist clients whose agents work remotely by acting as the in-person point of contact.

2. Mail and Deliveries
 - Receive, sort, and distribute mail, documents, packages, and courier deliveries.
 - Process outgoing mail daily.
3. Administrative Support
 - Perform various tasks and projects as requested by management.
 - Notify management if additional work or secondary projects are needed.
 - Ensure after-hours or office closure voicemail is set and closure signage is posted for all offices.
4. Reception Area Management
 - Ensure the reception area is always covered or arranged for coverage when unable to report to work.
 - Maintain a clean and welcoming reception and coffee bar area.
5. Special Tasks
 - Make birthday and anniversary posts on Microsoft Teams.
 - Schedule appointments for staff when necessary.
 - Process insurance payments and handle basic filing and record-keeping tasks.
 - Perform other related duties as assigned.

Competencies

1. Excellent verbal communication skills.
2. Strong interpersonal and customer service skills.
3. Basic understanding of administrative and clerical procedures and systems.
4. Exceptional organizational skills and attention to detail.
5. High ethical standards and integrity.
6. Ability to work independently.
7. Strong time management skills.

Supervisory Responsibilities

- None

Work Environment

- This position operates in a professional office setting and routinely uses standard office equipment, including computers, Microsoft Teams, photocopiers, and fax machines.

Physical Demands

- The role requires regular talking and hearing abilities. The employee is frequently required to stand, walk, use hands and fingers, handle or feel, reach with hands and arms, and occasionally lift office products and supplies up to 20 pounds.

Position Type and Work Hours

- This is a full-time position, with work hours from Monday through Friday, 8:00 a.m. to 5:00 p.m.

Preferred Education/Experience

- Bilingual in Spanish is a plus.
- 1+ years of administrative experience.

Additional Information

This job description is not a comprehensive list of duties and may be adjusted as necessary.