



POSITION DESCRIPTION

POSITION: RECEPTIONIST / ADMINISTRATIVE SUPPORT
REPORTS TO: ASSISTANT CONTROLLER

GENERAL RESPONSIBILITIES:

This position is responsible for answering incoming calls and performing administrative tasks to support the Finance department and the general administrative needs of the Company.

ORGANIZATIONAL RESPONSIBILITIES:

1. To support Company Objectives and Principles.
2. To interact effectively with others.
3. To adhere to all Company policies and procedures.
4. To act in a professional manner.

DAILY OPERATING RESPONSIBILITIES:

1. Meeting & greeting all Customers and Guests.
2. Answer incoming calls in timely manner (within 3rd ring) and forward to appropriate person.
3. With the use of Hedberg, be able to identify the appropriate salesperson for customer call-ins.
4. Process and coordinate client requests for furniture from storage warehouse.
5. Address incoming faxes, notifying individuals of their incoming fax via e-mail.
6. Open and stamp incoming mail in timely manner
7. Prepare work order files each day.
8. Prepare deposits for the bank as needed.
9. Sort and fold for mailing customer invoices on a daily basis
10. Manage courier and express mail service.
11. Other duties as assigned.

WEEKLY OPERATING RESPONSIBILITIES:

1. Update and distribute phone list as needed.
2. Coordinates and orders general office supplies.
3. Manages and coordinates vending, coffee, and beverage services.

MONTHLY OPERATING RESPONSIBILITIES:

1. Prepare monthly sales commission reports.
2. Prepare monthly TXMAS report.
3. Prepare monthly AP by Department report.
4. Run inventory exception report and prepare correcting journal entries as required.
5. Prepare Customer Satisfaction Report at the second week of the month.
6. Update Fuel Charge.
7. Request Certificates of Insurance (COI) for customers and maintains an electronic file copy.
8. Maintains and updates contractor COI file.

QUARTERLY OPERATING RESPONSIBILITIES:

Prepare quarterly diversity reports for clients.

SKILLS AND ATTRIBUTES:

- ◆ Excellent verbal and written communication skills.
- ◆ Ability to take up roles and responsibilities on a pro-active basis.
- ◆ Work well under pressure and deadline commitments. Capacity to multi-task.
- ◆ Proficient in Outlook, Word, and Excel.