



## **JOB DESCRIPTION**

**Job Title:** Receptionist  
**Office:** Human Resource/Operations  
**Reports to:** Human Resource/Operations Director  
**FLSA Status:** Full Time Hourly Non Exempt  
**Date:** December 2017

### **SUMMARY**

The Receptionist is the first person to greet an individual who walks into the Aglow International Worldwide Headquarters offices and the first voice a caller to Aglow hears when they place a telephone call to the offices through the office switchboard. He or she will be responsible to make that person feel welcome and direct them to the proper person to meet their needs or answer their question.

**ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.**

### **FRONT DESK RESPONSIBILITIES**

1. Greet guests & vendors and determine nature of business. Notify appropriate staff person of their arrival.
2. Handle all incoming telephone calls promptly and in the manner directed by each office including accessing of voicemail and paging individuals as necessary to ensure calls are dispersed appropriately.
3. Schedule designated staff to operate switchboard and cover front desk for lunch, breaks, meetings and appointments.
4. Program and change the voice mail as necessary to keep the telephone system operative and up to date. Make necessary voice message changes when calls are not being answered personally. (This would occur during office closures or Holidays.)

5. Order office supplies on a bi-weekly basis, keeping track of supplies in workroom and fulfilling individual department needs as requested. Emailing the list to Human Resources/Operations Director for approval. On arrival of order, place supplies in appropriate shelves in workroom and distribute to departments as necessary.
6. Order coffee, tea and other kitchen supplies monthly as well as medical supplies for First Aid Cabinet.
7. Take all outgoing mail at the Post Office each day.
8. Perform a variety of secretarial/clerical duties for other offices as requested.
9. Work with Operations Director to facilitate services such as maintenance, repair, supplies, mail and files.
10. Send out important staff emails and make staff announcements as necessary.
11. Create yearly Kitchen Hostess list, sending out by Outlook Calendar with reminder attached.
12. Keep lists of staff directories, addresses, birthdays, job titles up to date.
13. Make sure contents of earthquake kits are updated.
14. Clean/dust common areas, Front offices, Finance Office, Meeting room, Refrigerator, staff room, and workroom
15. Schedule tours of Worldwide Headquarters as needed.
16. Occasionally transmit as well as receive and disperse fax transmittals.
17. Turn on lights and make coffee in the morning as well as turn on music to start the day giving a welcome feeling for the staff.
18. Assist Operations Administrative Assistant with product fulfillment orders including, but not limited to; packing boxes, creating labels and affixing appropriate postage amounts to boxes.
19. Prepare and mail out donation acknowledgement letters weekly.

## **INCOMING AND OUTGOING MAIL RESPONSIBILITIES**

1. Pickup, open and distribute daily mail as necessary
2. Process outgoing mail, which includes UPS, USPS, both domestic and international. Run month end report for all mail to submit to finance department.
3. Add postage to mail machine so there is sufficient funds available to keep mail processed on a daily basis.
4. Make sure proper custom forms are on international packages.
5. Responsible to drop off all outgoing mail each day at the Post Office.
6. Process weekly bulk mailing and prepare for pickup.
7. Order packaging supplies for order shipments through the USPS.
8. Arrange for mail pick up from USPS as needed.

**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.**

- Regular punctual attendance is crucial for this position.
- A self-starter able to work independently.
- Have a high level of organizational ability. Must be able to simultaneously handle multiple projects in varying stages of development without losing sight of long-range goals.
- Have a vibrant pleasant voice, gracious demeanor, excellent people skills, dress professionally, and be able to maintain confidentiality.
- Excellent communication skills with ability to clearly hear what is being said, as well as give clear directions both verbally and in written form. Relate well to all staff in a professional manner.
- A quick thinker and responder, maintaining calm even in crises.
- Must be able to travel via airplane to conference if requested.

## **OTHER QUALIFICATIONS**

Ability to learn to operate business machines such as: Mail meter system, copier, high speed duplicator, collator, folding machine and stuffing machine

## **EDUCATION and/or EXPERIENCE**

One to two years related experience and/or training; or equivalent combination of education and experience.

## **COMPUTER APPLICATION SKILLS**

Proficiency in **MS Office** including **Outlook, Word, and Excel**

## **LANGUAGE SKILLS**

Ability to read and comprehend simple instructions, write short correspondence and memos. Ability to effectively present information in one-on-one and small group situations to vendors, guests and employees of the organization. Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations. Ability to write short reports, business correspondence, and simple procedures, effectively present information and respond to questions from groups of managers, clients, customers and the general public.

## **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percent and to draw and interpret bar graphs.

## **REASONING ABILITY**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems in a quick professional manner. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form

**CERTIFICATES, LICENSES, REGISTRATIONS** Washington State Drivers License with availability to use personal vehicle for occasional job related functions.

## **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.

While performing the duties of this job, the employee is regularly required to walk, sit, reach with hands and arms, and talk and hear clearly. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 35 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually moderate