

OMG, LLC - Receptionist/Switchboard

JOB SUMMARY:	<p>Under the supervision of the Team Leader, is responsible for the reception of client visitors, staff, vendors and timely and accurate answering and forwarding of incoming console calls. Additionally responsible for some clerical duties as instructed. The receptionist will be responsible to adhere to all security measures and ensure procedures are communicated to visitors, staff and vendors.</p> <p>The employee in this position is responsible for handling incoming calls in a courteous and timely manner. It is of utmost importance to conduct oneself in a business and professional manner. Customer Service is paramount. Friendly greetings are to express customer image. If clerical duties are assigned, they are second priority and must not interfere with answering incoming calls. This employee will work unsupervised. The employee's work setting will normally be in the main lobby of the client site. Breaks and lunch periods will be covered. Gain an understanding of client business to ensure proper handling of incoming calls. Review all materials given to you to better deal with day-to-day customer inquiries. Always present a clear, concise voice when answering calls and maintain a calm demeanor in handling customer's inquiries. A clean professional appearance and dress code is required. Uniform if indicated in contract. Must be able to work in fast paced environment and capable of handling situations of considerable difficulty.</p>
ESSENTIAL FUNCTIONS:	<ol style="list-style-type: none">1. Knowledge of client policy and procedure regarding routing of calls and customer service issues.2. Greets all visitors and/or callers courteously, determines their needs and directs them to proper person or department.3. Follow security process and issue

	<p>access cards according to guidelines.</p> <ol style="list-style-type: none"> 4. May be required to provide additional assistance to security staff as needed. 5. Make any announcement required by customer (weather alerts, fire drill, etc.) 6. Stock supplies necessary for reception area. 7. Maintain a good working relationship with staff members and clients. 8. Ensure cleanliness and professional appearance as well as a well-organized work area. 9. Knowledge of facility and departmental locations and organizational structure. 10. Ability to handle normal and peak volumes of incoming calls. 11. Knowledge of switchboard console and trouble-shooting instructions. 12. Light clerical and data entry duties as assigned. 13. Other duties as assigned by supervisor.
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We want OMG, LLC to be viewed as a first class, service oriented organization that delivers value to our customers and enhances the community. As such, we should always strive to demonstrate the following: Excellence in all we do; "Can do" attitude; Teamwork; Openness in communication; Honesty, Integrity and Candor; Positive attitude; Excellent attendance record; Promptness and Strong work ethic.

The preceding examples are representative of assignments performed by the position and are not intended to be all-inclusive.

<p>KNOWLEDGE, SKILLS AND ABILITIES:</p>	<p>KNOWLEDGE:</p> <ol style="list-style-type: none"> 1. Bi-weekly payroll. 2. Responsible for updating client database. 3. Maintain department service log (VIP, complaint and paging). 4. Complete daily, weekly and monthly reports as required. 1. Must be self-motivated and work independently and with others. 2. Multi-tasked oriented. 3. Ability to communicate effectively in oral situations. 4. Ability to read and understand written and oral instructions. 5. Strong organizational skills. 6. Sound judgment. 7. Basic computer knowledge required.
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EXPERIENCE, EDUCATION AND TRAINING:	Any combination of experience, education or training that would provide the level of knowledge, skill and ability required. High school or GED required. Pay range starting at \$9.00/hour.
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