

| | |
|---------------------------------|---------------|
| Name: | Location: All |
| Job: Switchboard Receptionist | Reports To: |
| Division/Department: Operations | |

| | | | | |
|----------------------|---|-------------------|---|--|
| Travel Expectations: | <input checked="" type="checkbox"/> No Travel <input type="checkbox"/> Local Travel <input type="checkbox"/> Some Overnight Travel | Type of position: | <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Intern/Coop <input type="checkbox"/> Part-time <input type="checkbox"/> Temporary | Expected Hours: 40/week |
| | | | | <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt |

GENERAL DESCRIPTION

The Switchboard Receptionist is responsible for answering incoming calls efficiently and effectively; and transferring calls in a polite and informative manner to the appropriate person. The Switchboard Receptionist will also perform administrative functions and special projects as assigned.

DUTIES & RESPONSIBILITIES

- Answers high volume of inbound calls, maintaining efficient and effective response rate; and transfers/directs the calls to the appropriate person
- Monitors the phone system efficiencies and makes recommendations to management for better effectiveness
- Responds to customer telephone inquiries; and provides basic bank information to them
- Establishes and maintains communications between departments, management, and customers; and delivers excellent customer service while maintaining confidentiality
- Takes messages over the telephone and forwards the message to appropriate personnel
- Continually works on professional development required to perform the duties efficiently
- Performs administrative and clerical duties; and works on special projects as assigned
- Seeks out continued opportunities to improve on professional development
- Performs other duties as assigned

EDUCATION &/OR WORK EXPERIENCE REQUIREMENTS

- High School diploma or equivalent, experience working with multi-telephone systems

MENTAL & PHYSICAL REQUIREMENTS

Ability to sit for extended periods of time, bend and kneel on occasion, time management, organizational, and prioritization skills, detail-focus, strong organizational skills

COMPETENCIES

Telephone etiquette knowledge, multi-line telephone answering experience, operating standard office equipment such as telephone, computer, adding machine, proficiency with Microsoft Office known proficiency in customer service and basic problem solving

| | |
|--------------|---------------|
| REVIEWED BY: | <i>Title:</i> |
|--------------|---------------|

| | |
|--------------|---------------|
| APPROVED BY: | <i>Title:</i> |
|--------------|---------------|

My signature below constitutes the understanding of the requirements, essential functions & duties of the position:

Employee Signature: