

## JOB DESCRIPTION & SPECIFICATION

Job Title	<b>Receptionist Plus</b>
Hours of Work	37.5 hours a week, 7.30am – 3.30pm with 30 minute lunch break
Office Location	Edina, Minneapolis
Main Responsibilities & Accountabilities:	<p><b><u>Receptionist</u></b></p> <ul style="list-style-type: none"> <li>• Data Librarian; create, revise, and maintain company contact management system.</li> <li>• High level of confidence and accuracy in Outlook, Word, Excel, PowerPoint.</li> <li>• Update, maintain and distribute BMS internal telephone directory.</li> <li>• Travel administration for various individuals as assigned.</li> <li>• Expense report administration for various individuals as assigned.</li> <li>• Maintain inventory spreadsheet on premium items inventory and work with office manager in maintaining supply of premium items.</li> <li>• Assist and back up administrative staff during peaks and when out of office.</li> <li>• Assist Word Processor during peaks.</li> <li>• Make sure paper supply at all copiers and open printers is well stocked.</li> <li>• Responsible for providing new employee supply kit.</li> <li>• Willingness to incorporate new ideas that may help others.</li> <li>• Super User of new systems as required.</li> <li>• Meet and greet visitors in a professional and efficient manner</li> <li>• Receive and direct incoming US and International calls in a clear and professional manner</li> <li>• Keep reception area clean and clutter free</li> <li>• Responsible for ordering business cards for new and existing employees</li> <li>• Facilitate conference calls when required including WebEx meetings</li> <li>• Responsible for all mail including outgoing and distribution of incoming, couriers, Fed-Ex, UPS</li> <li>• Management of parking and accommodation reservations and taxi/restaurant reservations where necessary</li> <li>• Work with Office Manager to order kitchen and office supplies</li> <li>• Responsible for ordering and stocking food, coffee, other beverages</li> <li>• Responsible for business card entry into Outlook</li> <li>• Provide presentation preparation and assistance where necessary</li> </ul>

	To including all other duties as requested
Reports to:	Office Manager

## PERSON SPECIFICATION

Education & Training	<ul style="list-style-type: none"> <li>• High School diploma or equivalent</li> </ul>
Experience	<ul style="list-style-type: none"> <li>• Previous experience within a receptionist and administrative role within a professional office environment</li> <li>• Advanced experience in all areas of Microsoft Office</li> </ul>
Special Skills	<ul style="list-style-type: none"> <li>• Strong communication skills, the ability to communicate effectively (written &amp; verbal at all levels)</li> <li>• Excellent customer service skills</li> <li>• Strong attention to detail and the ability to multi task</li> <li>• Strong organizational abilities</li> <li>• Ability to effectively contribute and collaborate with your team and interact with others</li> <li>• Proactive approach, ability to use own initiative to work out any problems which may arise</li> </ul>
Behavioural Skills	<ul style="list-style-type: none"> <li>• Ability to manage time, prioritise and work with deadlines</li> <li>• Ability to remain calm under pressure</li> <li>• Confident and flexible</li> <li>• Use commonsense and demonstrate a "can do" and "will do" approach to work</li> <li>• Professional attitude to work</li> <li>• Punctual and conscientious</li> <li>• Shows enthusiasm</li> </ul>
Demonstrate our values	<p>We are Passionate about our Clients  We act with Professionalism and Pride  We believe in Communication &amp; Teamwork  We exhibit Enthusiasm &amp; Energy  We believe in Maximising Potential</p>