



Front Desk Secretary

Provides general office support with a variety of clerical activities and related tasks. The receptionist will be responsible for answering incoming calls, directing calls to appropriate associates, mail distribution, flow of correspondence, set up deliveries, customer complaints and will work directly with manufactures to resolve warranty, damage items and customer complaints. Responsible for requisition of office supplies, accounts receivable and payable when necessary to pay for in-coming deliveries, expenses, petty-cash purchases and or sales transactions.

Duties:

- Answers telephones and directs the caller to the appropriate associate. Will take a message for the sales associate, assistant store manager, manager, general Manager and or President when unavailable.
- Greets and directs visitors to the company and forwards to sales staff when applicable.
- Takes and retrieves messages for various personnel.
- Provides callers with information such as company address, directions to the company location, company fax numbers, company website and other related information.
- Receives, sorts and forwards incoming mail. Maintains and routes furniture publications.
- Coordinates the pick-up and delivery of express mail services (FedEx, UPS, etc.) and contracted furniture delivery
- Assists in the ordering, receiving, stocking and distribution of office supplies. Assists with other related clerical duties such as photocopying, faxing, filing and collating.
- Other duties as assigned.

Competencies

- Flexibility.
- Communication Proficiency.
- Collaboration Skills.
- Customer/Client Focus.
- Technical Capacity.
- Supervisory Responsibility

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

This is largely a sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary.

Preferred Education and Experience, Associates degree, two years of related experience,

Salary DOE