

Job Title: Receptionist**Revised: October, 2014
Reports to: Manager/Reception Supervisor****COMPANY CONFORMANCE STATEMENTS:**

In the performance of their respective tasks and duties all employees are expected to conform to the following:

- Perform quality work within deadlines with or without direct supervision.
- Interact professionally with other employees, customers and vendors.
- Work effectively as a team contributor on all assignments.
- Work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

OBJECTIVE:

Under general supervision, receives and screens telephone calls and visitors, determines purpose of their business and directs them to the appropriate party, while maintaining helpfulness, friendliness and professionalism. Capitalizes on an outgoing personality and service orientation to help maintain and capture new market share in a competitive business.

ESSENTIAL FUNCTIONS:

- 1) Opens and closes the office daily and ensures that the office and closing rooms are prepared for the arrival of customers (including after each closing throughout the day).
- 2) Retrieves daily detailed closing schedule from escrow department and prints five business days of closing schedule at the end of each day.
- 3) Reviews all items at the reception desk and addresses as indicated OR if an item seems foreign, delivers to the appropriate personnel or a manager and discusses what action is appropriate.
- 4) Answers the phone within three rings and directs internal and/or external customers to the appropriate person or office that would best satisfy the needs of the customer.
- 5) Acknowledges guests immediately with a smile and eye contact. Stands (whenever possible) and greets and screens visitors to determine the nature of their business and to whom they should be directed. Where applicable, delivers checks to customers when they arrive, and collects appropriate identification from customers, and makes photocopies of the identification for the appropriate Escrow Officer.
- 6) Prepares error free daily escrow deposit, according to company procedure; and, completes deposit form on-line with Fifth Third Bank.
- 7) Responds to and forwards to appropriate staff where applicable email and voice mail, as soon as possible, but a minimum of once each hour.
- 8) Where applicable, ensures that mail is taken to mailbox, and receives and distributes mail to appropriate personnel on a daily basis. If FedEx packages appear after the regular pick-up, ensures packages are taken to the drop-box. Assists in preparing and sending FedEx packages regularly and/or upon request. Records FedEx deliveries and distributes to appropriate staff.
- 9) Where applicable, prepares recordings creating spreadsheets for tracking purposes; sends to appropriate parties regularly according to schedule. Prints and delivers closing packages for Escrow Officers. And, accurately inputs RREAL to DOI website as needed—must precede scheduled closing by ten days. Accurately completes 1099s as scheduled to forward to appropriate department.
- 10) Orders paper, office supplies, and coffee supplies as needed.
- 11) Performs other duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES:

Good working knowledge of computers. Familiarity with company phone system and knowledge of specific office procedures, company terminology, organizational structure and area of responsibilities and assignments. Requires the ability to determine and utilize the level of knowledge and job duties of company personnel, in

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order to eliminate multiple transferring of phone calls; the ability to meet and exceed customer needs in the most efficient and expedient manner; and the ability to develop rapport and communication with internal and external customers in order to successfully achieve end-results. Optimism and the ability to develop rapport with customers are critical to this position. Must be a self-starter with excellent time management and organizational skills to offer prompt, accurate, and reliable service. Other essential requirements include the ability to work independently, to be accountable, and a sense of professionalism. Other essential requirements include the ability to facilitate independence, accountability, a sense of professionalism, and maintain confidentiality.

EDUCATION, EXPERIENCE & LICENSING:

High school diploma or equivalent with 2 years of receptionist or equivalent combination of both. Prior experience in the real estate and/or title industry helpful.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee.

Agreed to by: _____
Receptionist Signature Date

Printed Name: _____

Supervisor: _____
Manager/Reception Supervisor Signature Date

Printed Name: _____