

**Job Title: Receptionist / Office Assistant**  
**Department: Administration & Operations**  
**Reports to: Human Resources – Office Manager**  
**FLSA Status: Non-Exempt**  
**Prepared by: Human Resources**  
**Prepared Date: October 4, 2019**

### **Position Purpose**

Performs administrative and clerical duties and is responsible for organizing and coordinating office operations and procedures in order to ensure organizational effectiveness and efficiency by performing the following duties.

### **Essential Duties and Responsibilities**

Specific duties and responsibilities include the following but the individual will also be expected to perform all the duties necessary which are customarily performed by a person holding this position. Management reserves the right to alter or amend the job description, responsibilities and compensation at their sole discretion at any time. Other duties may be assigned.

- Answers all main line telephone calls
- Perform general office administrative tasks, including mailing functions, organizational projects, purchase orders, produce and distribute sales reports, timelines and general record keeping
- Perform data entry of customer data for sales staff upon return from trade shows and on an as needed basis
- Checks incoming mail daily and distributes to office. Prepares outgoing mail using online postage system and FedEx.
- Maintains an extensive filing system for correspondence, business matters, and other related data.
- Maintains Contract Register including scanning and filing new contracts and entering details on master spreadsheet as received.
- Participates as needed in special department projects.
- Operates standard office equipment efficiently including computer, printer and photocopy machine.

### **Knowledge and Abilities**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed here are representative of the knowledge, skill and ability required. Under the ADA, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to be present in the office
- Ability to pass a background check and drug screening test

### **Education**

- Two to four years related experience and/or training; or equivalent combination of education and experience.
- Associate's degree (A. A.) or equivalent from a two-year college or technical school is a plus.

### **Qualifications & Work Experience**

- Attention to detail

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- Ability to work independently
- Strong planning and organizing
- Excellent verbal and written communication skills
- Stress management skills
- Time management skills
- Decision making skills
- Knowledge of office administration
- Collaborative
- Initiative

### **Computer Skills**

To perform this job successfully, an individual should have knowledge of:

- Microsoft Office Suite including Excel
- SalesLogix or other CRM software
- Internet Explorer or other internet search engine

### **Reasoning Ability**

Ability to apply common sense, understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with everyday office problems involving several concrete variables in standardized situations.

### **Language Ability**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

### **Physical Demands**

The physical demands listed here are representative of those that must be met by an employee to successfully perform the essential functions of his/her job. Under the ADA, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to sit, stand, walk, travel up and down stairs, crouch, stoop and reach.
- Ability to lift up to 25-50 lbs.

### **Work Environment**

The work environment characteristics listed here are representative of those an employee encounters while performing the essential functions of the job. Under the ADA, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Basic office environment
- Trade show environment

The above statements are intended to describe the general nature and level of work being performed by an individual assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified.