**RECEPTIONIST job description**

**Description:**

The receptionist is responsible for providing effective customer service for all Participants and their families, as their external service provider by using excellent, in-depth knowledge of company procedures as well as communicating effectively with team members within the organization.

**Skills and Qualifications:**

* High school diploma or equivalent
* 1 year in high call volume environment preferred
* Quality Focus and Problem Solving
* Analyzing and Documenting Skills
* Phone, Listening skills, and Multi-tasking

**Responsibilities:**

* Answers the phone in a courteous and pleasant manner and transfer the call to the appropriate person
* Helping applicants with employment applications and gathering necessary hiring documents
* Build sustainable relationships of trust through open and interactive communication
* Follow communication procedures, guidelines, and policies
* Taking and verifying all timecards are filled out completely
* Go the extra mile to engage participants and personnel

**Requirements:**

* Proven customer support experience; Strong phone contact handling skills and active listening
* Customer oriented and ability to adapt/respond to different situations as they may occur
* Excellent communication and presentation skills

**Job Type:** Full-time

**Required experience:** Customer support/Answering phones - 1 year