

Performance Management

Position: Receptionist

<u>Major Duties</u>	<u>Performance Standards</u>
<ul style="list-style-type: none">• Greets customers	<ul style="list-style-type: none">• Opens office promptly at 8:00 a.m.• Consistently conveys friendly, helpful, professional manner.• Provides accurate information.• Demonstrates a customer service orientation.• Secures back-up for times of absences from desk.
<ul style="list-style-type: none">• Answers phone	<ul style="list-style-type: none">• Answers phone within three rings.• Answers with friendly greeting.• Speaks clearly and distinctly.• Uses all functions of phone (hold, transfer, etc.) in knowledgeable and customer service-oriented way.• Takes messages accurately and completely.• Provides for phone coverage when away from desk.
<ul style="list-style-type: none">• Receives and distributes incoming mail; prepares outgoing mail	<ul style="list-style-type: none">• Sorts and date-stamps incoming mail.• Distributes to individual mailboxes accurately and in timely fashion.• Logs in packages and notifies recipients.• Prepares FEDEX and UPS documentation correctly and notifies appropriate carriers of pick-ups.• Takes outgoing mail to mailroom to meet a.m. and p.m. pick-up times.• Forwards mail as needed.

<u>Major Duties</u>	<u>Performance Standards</u>
<ul style="list-style-type: none">• Duplicates materials	<ul style="list-style-type: none">• Accurately duplicates all materials within 4 hours of receipt or as requested on an emergency basis.• Carefully collates and staples materials to assure professional appearance.• Notifies staff of completed orders.• Clears paper jams and responds to machine problems; determines necessity for and places service calls in timely fashion.
<ul style="list-style-type: none">• Maintains files	<ul style="list-style-type: none">• Keeps files in organized fashion so that materials are easily located.• Refiles materials immediately upon return.• Checks out files as requested, using proper forms and “file locator tabs”