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## GENERAL STAFFING SOLUTIONS

**POSITION TITLE:**

**Receptionist**

**General Description:**

Greets vendors, customers, job applicants and other visitors, provides information regarding activities conducted at the establishment; location of departments, offices and employees within the organization, and arranges for transportation services, when needed. May operate a switchboard to route incoming calls and place outgoing calls. Has knowledge of commonly-used concepts, practices, and procedures within a particular field. Relies on instructions and pre-established guidelines to perform the functions of the job.

**Skills/Duties:**

- Greets persons entering the establishment, determines the nature and purpose of the visit and directs the visitor as needed
- Answers telephones to schedule future appointments, provide information or forward the call
- Transmits information or documents to customers using the computer, mail or facsimile
- Records, compiles, enters and retrieves information by hand or using the computer
- Operates a telephone switchboard to receive incoming calls
- Performs duties such as taking care of plants and straightening magazines to maintain the lobby or reception area
- Receives payment and records receipts for services
- Files and maintains records
- Hears and resolves complaints from customers and the public
- Prepares lists and arranges schedules and space
- Types memos, correspondence, vouchers and other documents
- Collects and distributes messages for employees of the organization

**Requirements:**

May require a high school diploma or its equivalent with 0 -2 years of experience in the related field or related areas.

**Reporting Relationship:**

Works under immediate supervision. Primary job functions do not typically require exercising independent judgment. Typically reports to a supervisor or manager.

**I have read the description of my professional responsibilities as an employee of GSN and agree to adhere to the standards described above.**

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**Signature**

**Date**