

Position: Receptionist/Administration The Receptionist is the face and voice of Orthogroup, responsible for providing superior customer service to our clients and our associates. The Receptionist will report to the Office Manager and will assist in supporting the administrative needs of the office. The individual must project a bright, enthusiastic, positive attitude while being able to handle difficult and sometimes stressful situations. The individual should be a fast learner with an open mind and be able to manage multiple tasks and projects while working independently with a strong attention to detail.

Job Responsibilities:

- Exercise diplomacy & discretion at all times; demonstrate courteous & helpful attitude to all
- Provide primary multi-line phone coverage from 8:00 to 5:30 p.m.
- Answer incoming calls, determine purpose, and forward appropriately
- Greet, screen, and route all visitors
- Monitor visitor access and issue passes
- Receive, sort, log, and route all incoming mail and deliveries
- Manage outgoing mail and express deliveries and maintain records of same
- Send faxes, and retrieve and route incoming faxes promptly
- Open office in a.m., start coffee, maintain kitchen, purchase coffee supplies, set up conference rooms as needed
- Order office supplies at best possible rates and maintain a well-stocked and orderly supply closet
- Oversee copier, printers, and fax machines
- Maintain administrative vendor files and audit vendor invoices
- Assist in special projects as needed and sometimes on an ongoing basis, as scheduled through Office Services Manager
- Perform other clerical duties as needed, such as filing, photocopying, collating, shipping and being able to lift 25lbs.

Qualifications:

- Punctuality, professionalism and a positive, cheerful attitude
- Polished, business attire required
- Possess excellent verbal communications skills
- Be proficient in Microsoft Windows, Word, Excel, and Outlook
- Be able to multi-task and keep up in a fast-paced, high-stress environment
- Customer service driven attitude is a must!

Education and Experience:

- Must have a minimum of two years customer service experience and or reception experience
- Associates Degree or equivalent College Experience required