

Job Description:

First Impression Specialist

Job brief

We are looking for someone to manage our front desk 40 hours per week and to perform a variety of administrative and clerical tasks.

FIS Responsibilities

- Receiving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately
- Answering screening and forwarding incoming phone calls
- Providing support to our customer service representatives as needed
- Receiving and sorting daily mail

What does a FIS do?

In this position, you will be the first point of contact for our company. Duties include offering administrative support across the organization. You will welcome guests and greet people who visit the business. You will also coordinate customer service activities, including distributing correspondence and redirecting phone calls.

To be successful in this position, you should have a positive attitude and personality, as this is also a customer service role. You should also be able to deal with emergencies in a timely and effective manner, while streamlining office operations. Multitasking and stress management skills are essential for this position.

Ultimately, a first impression specialist's duties and responsibilities are to ensure the front desk welcomes guests positively and executes all administrative tasks to the highest quality standards.

Responsibilities

- Greet and welcome guests as soon as they arrive at the office
- Direct visitors to the appropriate person in the office
- Answer, screen, and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, candy, brochures, etc.)

- Provide basic and accurate information in-person and via phone/email
- Receive, sort, and distribute daily mail/deliveries
- Order front office supplies and keep inventory of stock
- Update calendars and schedule meetings
- Perform other clerical duties such as scanning files to assist the office in being paperless, photocopying, and working with other staff to provide support.

Requirements

- Proven work experience in customer service
- Proficiency in working with a computer and Microsoft Office Suite
- Hands-on experience with office equipment (e.g. computers and printers)
- Professional attitude and appearance
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Excellent organizational skills
- Multitasking and time-management skills, with the ability to prioritize tasks
- Positive customer service attitude

Pay and Benefits

- Pay will be determined based on experience and hours.
- Health Insurance, Life, Long and Short-term Disability, Retirement Account with match, Paid time off, Potential bonuses depending on performance and results.

To Apply

- Send resume and cover letter to **erich@agencyonemn.com**