



## Receptionist

**Salary Range:** \$11/ hour

**Position Type:** Seasonal, Non-Exempt

### Role and Responsibilities

The Receptionist will answer inquiries and provide information to the general public, customers, visitors, and other interested parties regarding activities conducted at M&E Painting.

- Pre-qualify customers
- Determine how customers found out about M&E Painting and why they worked with us
- Coordinate an appropriate consulting time with an estimator
- Communicate any rescheduling requirements from the customer
- Check mail daily and distribute as necessary
- Enter initial relevant information for each consultation including but not limited to: customer name, company name, address, year built, and special notes
- Communicate with all customers as needed. A call back the same day is expected as acceptable communication and superior service
- Greet all customers, clients, vendors, and staff when they enter the office
- Handle any and all customer complaints immediately, and correct any situations in which a customer is unhappy
  - If office staff cannot resolve a situation, they will contact the appropriate party on the same day of receiving the complaint
- Perform clerical duties such as filing documents and organizing resources
- Assist in digitizing customer contracts

### Qualifications and Education Requirements

- Must be at least 18 year of age or older and provide a valid Driver's License
- Moderate computer skills in Microsoft Office products

### Preferred Skills and Qualifications

- Maintain M&E Painting's culture of high performance and commitment to quality
- Display exceptional customer service with all clients
- Display excellent organizational, time management, and problem-solving skills
- Display effective written and verbal communication skills with all team members and clients
- Display accountability for all actions
- Display strong interpersonal skills and the ability to work with a variety of personalities
- Self-starter; Be able to work with little direction
- Ability to balance multiple tasks with frequent interruptions
- Moderate computer skills in Microsoft Office products

### Additional Notes

- Must be comfortable speaking on the phone regularly
- Must be able to work 9AM-5PM Monday-Friday

