



JOB DESCRIPTION

Job Title: Receptionist
Office: Human Resource/Operations
Reports to: Human Resource/Operations Director
FLSA Status: Full Time Hourly Non Exempt
Preparation Date: September 2019
Start date: January 2020

SUMMARY

The Receptionist is the first person to greet an individual who walks into the Aglow International Worldwide Headquarters offices and the first voice a caller to Aglow hears when they place a telephone call to the offices. This qualified individual will be responsible to make that person feel welcome and direct them to the proper person to meet their needs or answer their questions. This person will also carry out multiple essential administrative duties on a continual basis to keep the office running smoothly.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

FRONT DESK RESPONSIBILITIES

- Greet guests and vendors to determine nature of business. Notify appropriate staff person of their arrival.
- Handle all incoming telephone calls promptly and in the manner as directed by each office including accessing of voicemail and paging individuals as necessary to ensure calls are dispersed appropriately.
- Arranges for staff to operate the front desk multi-line phone system to cover for any vacations, meetings and appointments.
- Program and change the voice mail as necessary to keep the telephone system operative and up to date. Make necessary voice message changes when calls are not being answered personally, which would occur during office closures or Holidays.
- Monitors the following and disperses correspondence to other staff and/or departments as directed: Aglow International's corporate general email inbox, online store chat function and Facebook Messenger.

- Orders all office, First Aid and kitchen supplies on a bi-weekly basis. Keeps track of supplies in workroom and fulfilling individual department needs as requested. Emailing the list to Human Resources/Operations Director for approval. On arrival of order, place supplies in appropriate shelves in workroom and distribute to departments as necessary.
- Perform a variety of administrative tasks as a part of the Human Resources/Operations department
- Prepare and mail out donation acknowledgement letters weekly
- Assists other departments with a variety of projects as requested and time allows.
- Work with Human Resources/Operations Director to facilitate services such as maintenance, repair, supplies, and mail.
- Send out important staff emails and make staff announcements as directed by Human Resources/Operations Director.
- Assist Human Resources/Operations Director with all staff events
- Create yearly Kitchen Hostess list, sending out by Outlook Calendar with reminder attached.
- Keep lists of staff directories, addresses, birthdays, and job titles up to date.
- Make sure contents of emergency kits are updated.
- Clean/dust all common areas: Front offices, Finance Office, Meeting room, Refrigerator, Staff room, and Workroom
- Schedule tours of Worldwide Headquarters as needed.
- Occasionally transmit as well as receive and disperse fax transmittals.
- Turn on lights and make coffee in the morning as well as turn on music to start the day giving a welcome feeling for the staff.
- Responsible for locking up office at the end of the day making sure that lights in common areas, coffee pot and music are all turned off.

PRODUCT FULFILLMENT & STORE INVENTORY RESPONSIBILITIES

- Responsible for fulfilling all online orders through Aglow International's online store platform.
- Serves as a backup for product orders over the phone and processes through online payment system when needed.
- Prepare all product orders for shipment including, but not limited to, the following:
 - Pulling inventory products for shipment
 - Packing all product orders in correct packages and packing items to avoid possible damage in shipment
 - Creating shipments through online mailing system ensuring that correct postage is applied to all shipments.
 - Arranging for pick-ups from the USPS as needed
 - Delivers all outgoing packages to the Post Office at the end of the day on Fridays
- Assists with preparation for and helps with all inventory counts
- Conduct quality control of all incoming inventory orders using high attention to detail.
- Printing store materials as needed or requested.
- Assists with additional projects relating to product fulfillment and/or inventory as requested

INCOMING AND OUTGOING MAIL RESPONSIBILITIES

- Pickup, open and distribute daily mail as necessary
- Process all outgoing mail via mail machine, both domestic and international.
- Make sure proper custom forms are attached to all international packages as required
- Add postage to mail machine, as directed by Human Resources/Operations Director, to ensure that there is sufficient funds available to keep mail processed on a daily basis.
- Responsible to drop off all outgoing mail each day at the Post Office.
- Process weekly bulk mailing and prepare for pickup.
- Order packaging supplies for order shipments through the USPS.
- Responsible for contacting constituents to verify mailing address and updates the data base as needed on all returned mail.

QUALIFICATIONS to perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Regular punctual attendance is crucial for this position.
- A self-starter able to work independently.
- Have a high level of organizational ability. Must be able to simultaneously handle multiple projects in varying stages of development without losing sight of long-range goals.
- Have a vibrant pleasant voice, gracious demeanor, excellent people skills, dress professionally, and be able to maintain confidentiality.
- Excellent communication skills with ability to clearly hear what is being said, as well as give clear directions both verbally and in written form. Relate well to all staff in a professional manner.
- A quick thinker and responder, maintaining calm even in crises.
- Must be able to travel via airplane to conference if requested.

OTHER QUALIFICATIONS

Ability to learn to operate business machines such as: Multi-line phone system, mail machine, copiers/printers, binding machine, fax machine and folding/stuffing machine.

EDUCATION and/or EXPERIENCE

One to two years related experience and/or training; or equivalent combination of education and experience.

COMPUTER APPLICATION SKILLS

Proficiency in **MS Office** including **Outlook, Word, and Excel**

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, write short correspondence and memos. Ability to effectively present information in one-on-one and small group situations to vendors, guests and employees of the organization. Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures or governmental regulations. Ability to write short reports, business correspondence, and simple procedures, effectively present information and respond to questions from groups of managers, clients, customers and the general public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply and divide in all units of measure using whole numbers, common fractions and decimals. Ability to compute rate, ratio and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems in a quick professional manner. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form

CERTIFICATES, LICENSES, REGISTRATIONS

Washington State Driver's License with availability to use personal vehicle for occasional job related functions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to walk, sit, reach with hands and arms, and talk and hear clearly. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 35 pounds, and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually moderate.