



## **Front Desk Receptionist**

At District 1199C, we are looking for a pleasant Front Desk Representative to undertake all receptionist and clerical duties at the desk at our main entrance. You will be the “face” of the organization for all visitors as they enter the building.

The ideal candidate will have a friendly and easy-going personality while also being very perceptive and disciplined. You should be able to deal with complaints and give accurate information. A customer-oriented approach is essential.

The goal is to make guests and visitors feel comfortable and valued while on our premises.

### **Responsibilities**

Keep the front desk tidy and presentable with all necessary material (pens, forms, paper etc.)

Greet and welcome guests.

Answer questions and address complaints

Answer all incoming calls and redirect them or keep messages.

Receive letters, packages etc.

Prepare outgoing mail by drafting correspondence, securing parcels etc.

Check, sort and forward emails.

Keep updated records and files.

Take up other duties as assigned.

**Requirements and skills**

Proven experience as front desk representative or relevant position

Familiarity with office machines (e.g., scanners, printers etc.)

Knowledge of office management

Proficient in English (oral and written)

Excellent knowledge of MS Office (especially Excel and Word)

Strong communication and people skills

Good organizational and multi-tasking abilities

Problem-solving skills

Customer service orientation

High School diploma: additional qualifications will be a plus.

**Hours: Monday-Friday 9:00am- 5:00 pm**

**Benefits: Health/Pension and Educational Benefits**

**Location: Philadelphia PA 19107**

**Last date to Apply: October 6, 2023**

Please submit your resume and cover letter to Elyse Ford – [elysef@1199cnuhhce.org](mailto:elysef@1199cnuhhce.org)