

# HamiltonAnderson

## Receptionist

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FLSA Status: Overtime Eligible  
Report to: Human Resources  
Work Schedule: Monday–Friday 7:45 AM – 5:00 PM

### Objective

The primary role of the Receptionist is to operate a telephone console along with performing clerical and office support duties. The Receptionist has customer service responsibilities that include greeting visitors, providing general information and transferring all calls to appropriate employees. Duties must be performed with minimum supervision and moderate latitude.

### Receptionist Responsibilities

- Customer Service: greets, announces and assists clients, vendors and other guests; receives, screens and forwards client, contractor and vendor calls to appropriate employees; answers routine questions, provides directions and maps to facility; maintains accurate reference documents to include lists of clients and HAA project contacts; monitors employee sign-out sheet;
- Document Transmission: efficiently sorts and transmits all mail to include parcels, inter-office documents, and faxes; maintains document logs; prepares and formats transmittals, labels and envelopes;
- Stock supplies in kitchenettes, suites and conference rooms;
- Meeting Coordination Assistance: responsible for assisting with conference room scheduling, assists with food and beverage requests and coordinates meeting set up and clean-up with planned scheduler of meeting
- Calendar Management & Planning: uses Outlook efficiently to maintain calendars of events, meetings, appointments;
- Supply Inventory: order and maintains inventory of supplies;
- Organize holidays/special events;
- Assist Human Resource (as needed) with log of candidates that apply for employment and send acknowledgment email
- Additional Administrative Support: assists the Office Administration Staff and other Project Teams with document processing and transmission.

### Knowledge, Skills, and Abilities

- Knowledge of the policies and procedures of an architecture/ landscape architecture firm\*;
- Knowledge of office practices and procedures;
- Ability to communicate with confidence and professionalism;
- Ability to work tactfully with diverse employees and clients with minimal supervision;
- Ability to plan and organize to accomplish assignments within established deadlines;
- Ability to perform multiple tasks;
- Ability to use Microsoft Office and Internet software at an intermediate level;
- Ability to proofread;
- Ability to use various office equipment;
- Excellent professional and inter-personal skills;
- Must be punctual

\*Learned on the job