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**JOB DESCRIPTION**

<b>Job Title: Receptionist</b>
<b>Department: Accounting</b>
<b>Reports To: CFO</b>

**POSITION SUMMARY:** Receptionist position is responsible for assisting the office to establish and/or maintain a professional relationship with visitors and/or clients that use the office. The receptionist is typically required to handle an office's basic communications and some of the basic clerical tasks that need to be performed in an office setting.

**ESSENTIAL RESPONSIBILITIES:**

- Answering and transferring client and outside sales calls to appropriate personnel.
- Greeting clients, subcontractors, and outside sales representatives with a professional and inviting attitude. Offers a welcoming image and assists these guests by handling their needs and/or notifying personnel of their arrival.
- Maintaining the company conference room schedule in Microsoft Outlook.
- Stocking conference room refrigerators and keeping track of supplies for such task.
- Processing certain monthly Accounts Payable invoices.
- Creating monthly event posters/bulletins to use as a communication tool for personnel.
- Collecting and distributing all incoming mail (US Postal Service).
- Receiving and distributing all deliveries (i.e. FedEx, UPS, Submittals, etc.)
- Assisting Executive Team by making necessary reservations on their behalf.
- Receiving companywide faxes and distributing via e-mail to appropriate personnel.
- Updating Main Contacts for company.
- Issuing PO numbers to personnel as needed.
- Laminating signs, documents, etc.
- Assisting office personnel with miscellaneous projects when needed.

**KNOWLEDGE, SKILLS & ABILITIES:**

- Proficient in Microsoft Office products.
- Demonstrates the ability to communicate efficiently with outside vendors, while maintaining integrity and confidentiality and a welcoming demeanor.
- Some basic accounting skills are a plus.

**SUPERVISORY RESPONSIBILITIES:**

N/A

**MINIMUM QUALIFICATIONS:**

May require a High School diploma and/or 2+ years of experience in an office environment.

Disclaimer: This job description is intended to describe the general scope and level of work being performed by people in this job classification. It is not to be construed as an exhaustive list of all responsibilities, duties, and skills required for this job position. All employees may be required to perform duties outside of their normal responsibilities, from time to time, as needed.

**Print Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

<b>RECEPTIONIST COMPETENCY PROFILE</b>
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**Core Competencies** The main strengths or strategic advantages of a business. Core competencies are the combination of pooled knowledge and technical capacities that allow a business to be competitive in the marketplace.

**Core Competencies**

**1. Attention to detail**

Performs tasks with care, is thorough and makes few if any errors. Checks work to ensure accuracy and completeness. Remains aware and takes care of details that are easy to overlook or dismiss as insignificant.

**2. Managing and Measuring Work**

Reviews and organizes tasks in order to adequately manage work load and while adhering to timeframes. Has the ability to prioritize workload.

**3. Self Management**

Has the ability to prioritize tasks by importance and deadline. Adjusts priorities as situations change. Easily transitions between tasks and picks up where left off when interrupted. Demonstrates time management and organizational skills.

**4. Accountability & Dependability**

Shows up to work on time, and follows instructions, policies, and procedures. Meets productivity standards, deadlines, and work schedules.

**5. Customer Focus**

Dedicated to meeting the expectations and requirements of customers; Uses information to improve service; Addresses customer concerns and handles adverse customer reactions with tact; Relates well to both staff and customers.

**6. Relationship Building**

Has the ability to build a rapport with co-workers. Demonstrates a balance between building rapport and getting work done.

**7. Quality of Work**

Maintains high standards despite pressing deadlines; does the work right the first time; corrects own errors; regularly produces accurate, thorough, and professional work.