**Position Title:  Receptionist with Tel Tech Support**

**Department: Service Center Administration**

**Location:  Arcadia Service Center**

**Reports To:  Office Supervisor**

**POSITION SUMMARY**

Provides front desk and phone coverage for the Arcadia Service Center and support for the office supervisor and other departments as needed. Acts as remote back up to HQ receptionist.

**MAJOR ACCOUNTABILITIES**

* To provide courteous, consistent, professional and knowledgeable customer service.
* Greet and direct visitors and guests.
* Answer service center general phone lines and overflow lines from other service centers. Direct callers to appropriate support and answer general inquiries.
* Phone set up for new staff, updates GSGLA telephone lists and trouble shoots through phone system vendor.
* Schedule use of conference rooms.
* Sort and direct intra/inter office mail.
* Over the counter receipting of payments for various departments and remote depositing.
* Run errands and general office duties as assigned.

### SKILLS, EXPERIENCE & QUALIFICATIONS

* Must be a cheerful, people person with excellent customer service skills.
* Bilingual- Spanish is required.
* Possess excellent written & verbal communication skills.
* Team player with good sense of humor
* Flexible and willing to support with general office work as needed.
* Proficient in Microsoft Office including Word, Excel and Outlook.
* Possess general knowledge of office equipment and be comfortable offering technical support for phone system.