

## RECEPTIONIST

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The **Receptionist** is responsible for the manages the front of house duties and provides clerical and project support for multiple departments.

### Major Duties and Responsibilities:

- Direct sales calls to the sales email and if appropriate, forward to the appropriate person/s for review
- Fleet/Shop Reporting. Run and distribute HCSS reports on fault codes, equipment utilization, fuel usage, driving alerts
- Anticipate the needs of the office. Keep kitchen stocked and office supplies available. Routing all supply requests thru the Executive Assistant
- Retrieve newspapers and manage delivery issues by 10am
- Gas Surcharge weekly update every Tuesday morning
- Update the Beverly Materials COD order sheets and provide to Scale Clerks
- Communicate with Scale Clerks, Materials and Logistics Managers about aggregate stock availability or lack thereof. Provide additional resource information
- Provide pricing, aggregate, dump information to callers. May include sending photos of product to (potential) customers
- Assist COD customers with order placement for aggregate
- Prepare pricing email templates for Allied, Beverly Materials and Green Soils to be forwarded upon request to customers
- Welcome new employees and be sure they know where to find supplies and provide printed phone lists, building/seating and assigned parking map
- Conference room management. Promptly respond to all requests for meeting space. Post schedule outside each room daily. Be sure rooms are equipped with contact lists and stocked appropriately
- Archive location updates. Maintain location movements and removal as directed by the Office Runner. Print updates and email to Executive Assistant and Office Runner
- Be able to provide directions to our locations
- Complete other administrative tasks and projects as needed

### Required Skill/Knowledge:

- High school diploma or general education degree
- One year reception and/or customer service experience with multi-line phone system
- Proficient with Microsoft Suite, i.e., Word, Excel and Outlook
- Ability to research items and resolve customer issues