



Job Description: Front Desk Coordinator

Reports to: Business Manager

FLSA Status: Non-Exempt

Position Summary: The Front Desk Coordinator is the first point of contact for the agency and is responsible for ensuring the smooth operation of the office and administrative functions while providing exceptional customer service to clients, vendors and agency staff. The Front Desk Coordinator handles the flow of clients and vendors through the agency and ensures that all reception duties are completed accurately and delivered with high quality and in a timely manner. This position is an integral member of the TBG team working together to support the work of the agency. In addition to maintaining our vision by adhering to our values and guiding principles, this position must provide the highest level of service to our clients and demonstrate a client centric attitude and culture.

Duties and Responsibilities

- Oversee the timely opening and closing of office
- Present a professional, welcoming first contact to all clients, vendors, staff, etc. via phone, in person, and email; serve clients at the front desk by greeting, welcoming (offering a beverage), directing and announcing them appropriately; answer the phone, screen and forward incoming phone calls to specific producer as necessary
- Schedule client appointments and remind clients to bring appropriate information and documentation to meetings
- Handle general meeting support including arranging follow up calls, maintaining office space schedules, securing food and supplies, copying, etc.
- Provide administrative and sales support to the agency staff; perform data entry, filing, and clerical duties
- Assist with processing client information and document(s) throughout our service cycle
- Maintain and organize client records and files in accordance with agency best practices
- Develop systems and forms as needed
- Maintain and stock agency marketing and sales packets
- Process incoming and outgoing mail, shipping and receiving
- Maintain common spaces for appearance and functionality including building exterior for cleanliness and safety and a tidy reception area
- Maintain and stock office equipment
- Ensure office equipment is maintained, serviced and kept in good working condition
- Attend and participate in staff meetings
- Other duties as assigned

Minimum Qualifications

- Experience in a front office managing all receptionist responsibilities
- High degree of proficiency with PC and Microsoft Office suite applications
- Professional appearance and friendly approachable demeanor
- Solid communication skills both written and verbal



- Ability to be resourceful and proactive in dealing with issues that may arise
- Ability to organize, multitask, prioritize and work under pressure
- Adept at working effectively as a team in a fast-paced, highly productive environment
- High school degree required; bachelor's degree in a related field preferred or related experience

Knowledge, Skills, and Abilities

- Proactive can-do attitude
- Knowledge of and ability to manage a multi-line phone system
- Strong organizational ability; manages time and priorities well
- Ability to be precise and accurate; tactful and direct approach
- Possess the ability to exercise critical thinking, problem solving and judgment
- Must maintain strict confidentiality at all times, both in and out of the workplace
- Flexibility to adjust to dynamic work environment
- Neat, organized and able to work independently and interdependently

EEO Statement

The Business Guides is an equal opportunity employer without discrimination because of age, sex, color, national origin, marital status, veteran status, sexual orientation or presence of a disability. Pursuant to the Americans with Disabilities Act, The Business Guides will make reasonable accommodation of working conditions or methods in order to perform the duties of the position.

I have read, understand and am able to perform the essential job functions with or without accommodation.

Employee Signature

Date



Front Desk Coordinator

PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS

The following identifies the physical demands and potential hazards typically encountered by this position. The information is necessary in part to ensure compliance with the Americans with Disabilities Act and the OSHA Blood borne Pathogens Standards. These can reasonably be anticipated in the normal and customary performance of the essential functions of your work.

NA: Not applicable, not required of this position.

NE: Requirement is present, but is not essential to the position.

O: Occasional, up to 33 percent of the time and essential to the position. (For example, a lifeguard swims only occasionally, but it is essential that a lifeguard be able to swim.)

F: Frequent, 34-66 percent of the time.

C: Continuous, over 66 percent of the time.

	NA	NE	O	F	C
Sitting					X
Walking			X		
Standing			X		
Running		X			
Bending or twisting			X		
Squatting or kneeling			X		
Reaching above shoulder level		X			
Climbing (e.g. ladders)			X		
Driving cars, light duty trucks		X			
Driving heavy duty vehicles	X				
Repetitive motion of hands/fingers					X



Grasping with hand, gripping		X			
	NA	NE	O	F	C
Lifting/carrying 10-25 pounds		X			
Lifting/carrying 26-50 pounds		X			
Lifting/carrying more than 50 pounds		X			
Pushing/Pulling	X				
Using Foot Controls	X				
Work in/exposure to inclement weather	X				
Work in/exposure to cold water	X				
Exposure to dust, chemicals or fumes	X				
Work/live in remote field sites	X				
Use of hazardous equipment (e.g. guns, chainsaws, explosives)	X				
Swimming, scuba diving	X				
Work at heights (e.g. towers, poles)	X				
Exposure to infection, germs or contagious diseases	X				
Exposure to blood, body fluid, or potentially contaminated materials	X				
Exposure to needles or sharp implements	X				
Use of hot equipment (e.g., ovens)	X				
Exposure to electrical current	X				
Seeing objects at a distance	X				
Seeing objects peripherally	X				
Seeing close work (e.g., typed print)					X
Distinguishing colors		X			
Hearing conversations or sounds					X



	NA	NE	O	F	C
Hearing via radio or telephone					X
Communicating through speech					X
Communicating by writing/reading					X
Distinguishing odors by smell	X				
Distinguishing tastes	X				
Exposure to wild/dangerous animals	X				
Exposure to insect bites or stings	X				
Work/travel in boat/small aircraft	X				
Exposure to aggressive/angry people			X		
Restraining/grappling with people	X				
Other: High volume of client contact					X
Other:					

Items checked above must be consistent with tasks listed.

I have read and understand the physical requirements and potential hazards of this position and am able to perform the physical requirements as stated above with or without reasonable accommodation.

Employee Signature

Date