



Commercial & Residential Services since 1954

License #PC659007, MB673406, EA659286

Receptionist

JOB PURPOSE

The Receptionist is responsible for receiving phone calls and scheduling jobs. in addition to assisting in office management practices as advised.

JOB RESPONSIBILITIES

Main Activities

- Act as first line of contact for customers calling in
- Dispatch technicians to jobs
- Set weekly schedules for technicians
- Continually update and maintain all customer profiles
- Maintain service contract schedules
- Create schedules for technicians
- Research and develop new ways to speed up the current scheduling process
- Assist with any additional office duties as needed or directed
- Build and maintain a strong scheduling process

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge

The Receptionist must have proficient knowledge in the following areas:

- Ability to maintain a high level of accuracy
- Excellent customer service skills
- Familiarity with scheduling and daily office duties
- Proficiency in Microsoft Outlook and Teams

Skills

The Receptionist must demonstrate the following skills:

- Customer service skills
- Team building skills
- Problem solving skills
- Decision making skills
- Effective verbal and listening communications skills
- Attention to details skills
- Organizational skills

- Written communications skills
- Computer skills
- Stress management skills
- Time management skills

PERSONAL ATTRIBUTES

The Receptionist must maintain strict confidentiality with the client's finance and personal information. The Receptionist must also demonstrate the following personal attributes:

- Outgoing
- Honest and trustworthy
- Respectful
- Sound work ethics
- Work well with others
- Good interpersonal skills
- Flexibility
- Ability to work independently

PHYSICAL DEMANDS

This position may require long periods of sitting, typing, and talking on the phone.

MENTAL DEMANDS

There are several deadlines associated with this position which may cause significant amounts of stress at certain times.

PERFORMANCE REVIEWS

The Receptionist will receive a performance review in the first 6 months of employment and yearly on their anniversary date and their success will be based on the following criteria:

- Ability to start, finish, and manage their position without guidance
- Development of processes and tools that streamline operations and cut costs
- Work ethic

COMPENSATION PACKAGE

Salary	\$15-\$20 an hour
Status	Full-Time
Employee health insurance	65% of employee plan
Simple IRA	Match up to 3% of Salary after 60 days
Vehicle access	Yes, if needed for business purposes
Schedule	Full-Time M-F 7:00am-4:00pm
Holidays	8 paid holidays per calendar year
Vacation	80 hours per year

Additional Compensation:

- Continuing education classes will be provided at Ron's Plumbing, HVAC and Electric's expense.
- Ron's Plumbing, HVAC and Electric will cover all expenses if you are to be traveling (Fuel, Room, vehicle and maintenance)
- Clothing allowance of \$300 per year for Ron's apparel