

## **RECEPTIONIST**

This position requires:

- Greet and welcome taxpayers at the office.
- Screen telephone calls and route to the appropriate individual or department.
- Provide referrals and basic information to taxpayers and the public in English.
- Direct taxpayers to the appropriate person/office for assistance.
- Answer, screen and forward incoming phone calls in English.
- Ensure reception area is tidy and presentable
- Maintain office security by following safety procedures and controlling access via the reception desk.
- Professional attitude and appearance.
- Solid written and verbal communication skills.
- Ability to be compassionate and calm under pressure, resourceful and proactive when issues arise.
- Answer all questions promptly, courteously and accurately.
- Obtains information, when appropriate and relay information to appropriate individuals.

## **QUALIFICATIONS:**

**Education:** High School Diploma or GED Certification. Preference given to individuals with Bachelor's degree or higher.

**Experience:** Qualified applicants must have at least three years of related experience keyboard skills and proficient in computer applications such as Microsoft Office product (Word, Excel and PowerPoint).

**Compensation:** Starting salary is \$30,940 a year. Salary is dependent upon qualifications and experiences of the candidate. Excellent benefits (Life, Medical and Dental Insurance) and paid vacation.