

## **RECEPTIONIST POSITION**

*Hawai'i Island REALTORS®*

Opening: December 2022

### **SUMMARY:**

The receptionist is a vital member of the team and is responsible for assuring superior customer service to all association members and successful operations of the front office. This position performs a wide variety of administrative support functions and makes certain phones are answered promptly and guests are greeted professionally, and their needs met. This person will act as the central point of contact for all association members therefore will play a primary role in promoting a professional image and valued reputation.

### **ESSENTIAL FUNCTIONS:**

- Greets walk-in customers, identifies need, and if applicable, directs to appropriate personnel.
- Answers phone in a professional manner, and transfer calls as necessary.
- Take clear and accurate messages.
- Alpha-numerical filing and handling of confidential information.
- Assists with general membership functions.
- Assists Education and Events Coordinator with all functions for set up, records, and food supplier as directed.
- Participates in staff meetings and development opportunities as assigned.
- Assists with other duties as assigned by the Executive Officer (EO).
- Ensures that association mail is delivered.
- Ensures the EO is informed of any problems.

### **QUALIFICATIONS:**

- 3 years of related experience is preferred.
- Exceptional customer service and support skills.
- Knowledge of administrative and clerical procedures and systems, including computers and Microsoft Office applications.
- Excellent written and verbal communication skills.
- Exceptional listening skills and patience.
- Ability to multi-task and successfully problem solve to naturally project a positive, energetic, and professional image.
- Attention to detail and extremely organized.

### **WORK ENVIRONMENT AND PHYSICAL DEMANDS:**

- Ability to walk, stand, and sit for long periods of time.
- Must be able to lift and carry supplies weighing up to 20 pounds.
- Position may require bending, leaning, kneeling, and walking up and downstairs.
- Ability to speak concisely and effectively communicate.
- Ability to view/enter data for long periods of time.

### **POSITION**

- Temporary Part-time in-office.
- Must be available Monday through Friday. Weekends and most State and Federal Holidays off.