

Palaco Enterprises, LLC

Job Description

Position Title: Receptionist / Front Desk Clerk

Classification: Nonexempt

Job Family: Clerical

Position Summary:

The Receptionist / front desk clerk performs routine clerical, secretarial and administrative work in answering telephones, receiving the public, providing customer assistance, data processing, and record-keeping. This position will also be responsible for maintaining the companies' social media presence and liaising with our marketing organization.

Primary Activities and Responsibilities:

- Develops and maintains office forms and procedures, and assists with administrative tasks.
- Answers telephone and directs calls accordingly.
- Receives the public and answers questions, in person and by telephone; responds to inquiries from employees, citizens and others and refers, when necessary, to the appropriate person, official or department.
- Operates computers and other office machines as required.
- Prepares and processes daily work orders and appointment scheduling, as well as other relevant customer documentation and communication
- Processes purchases orders and RMA's as required
- Composes, types and edits correspondence, reports, memoranda and other material.
- Responsible for coordinating and maintaining companies social media and on-line presence
- Maintains office supply inventory
- Other essential duties as required by supervisor

Competencies:

- Strong computer skills – proficient with MS Office Applications, QuickBooks and Facebook
- Excellent communication skills
- Ability to effectively interact with the public
- Takes initiative

- Effective time Management

Minimum Qualifications:

- High School graduate or equivalency
- Proficient with MS Office Suite, QuickBooks and general computer literacy
- Working understanding of Facebook and other on-line social media platforms

Preferred Qualifications:

In addition to meeting the above qualifications, any of the following are preferred:

- Associates degree in administration and computer technology
- Prior customer service roles

Job Requirements:

- Valid FL drivers license
- The applicant selected for this position will be required to successfully complete a background check and drug test. Passing results must be received prior to start date in new position
- Typical work hours M-F, 8:30am-5pm. Evening and weekend work as required based on project schedules

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Palaco Enterprises, LLC is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, or protected veteran status and will not be discriminated against on the basis of disability.