

RECEPTIONIST/PRINCIPAL & CLIENT SUPPORT

RECEPTIONIST DUTIES

- Answer telephones, direct calls, take accurate messages
- Greet clients and visitors; provide beverages as needed
- Accurately and efficiently complete word processing, including letters, proposals, specifications, etc.
- Light housekeeping (load/unload dishwasher, make coffee, keep common areas tidy)
- Monitoring and restocking office and kitchen supplies; ordering or picking up replenishment as needed
- Schedule and coordinate weekly Lunch & Learns
- Provide additional support to the Business Office (filing, mailings, data entry, print log reports)

PRINCIPAL & CLIENT SUPPORT DUTIES

- Build relationships with clients and visitors who regularly visit the office
- Provide relevant feedback to the Principals regarding client information and preferences
- Involvement in client gifting; provide ideas for refined, personal gifts and ensure timely purchase and delivery as needed
- Specific Principal support as required; may include, but not limited to the following: calendar coordination; reserving catering or travel arrangements; licensure renewals; attending professional functions as needed; other errands as needed

MINIMUM QUALIFICATIONS

- Excellent interpersonal and customer service skills, including telephone etiquette
- Excellent verbal and written communication (grammar, punctuation, proofreading, spelling)
- Proficiency in Microsoft Office Suite and able to learn additional programs (Ajera, AIA Documents)
- A self-starter who takes direction and feedback, with a solutions-based approach to troubleshooting
- Valid driver's license and reliable source of transportation
- High School Diploma or equivalent
- Two years of relevant professional experience

ESSENTIAL REQUIREMENTS

- Communicate clearly and effectively in English, both written and verbally
- Daily office attendance for a typical workday (8am-5pm) and accurate time recording
- Able to work cooperatively with coworkers and teams
- Able to work efficiently and meet deadlines
- Knowledge and daily use of computers and aforementioned programs, phone systems and able to type 50+ words per minute
- Must be able to see (close, and at a distance), listen, speak, sit, stand, bend, stoop, reach overhead with hands and arms, use hands to handle/feel, and lift/move up to 25lbs
- Able to handle stress

**This list is not necessarily exhaustive and may be supplemented or revised by NSPJ at its sole discretion*