

Job Title:	Dir. Of First Impressions – Front Desk	Job Category:	Administrative – Hourly
Department/Group:	Service 06/07	Job Code/ Req#:	
Location:	Naples	Travel Required:	No
Level/Salary Range:		Position Type:	Full Time
HR Contact:	Kurt Englund	Date posted:	
Posting:	<input type="checkbox"/> Internal <input type="checkbox"/> CAC Website <input type="checkbox"/> Craig’s List <input type="checkbox"/> Job Spot <input type="checkbox"/> ACCA <input type="checkbox"/> HVAC Agent <input type="checkbox"/> Monster <input type="checkbox"/> Other:		
Applications Accepted By:	Kurt Englund, HR Manager: Fax or Email: (239) 643-0400 or HR@ConditionedAir.com		
Job Description			
<p>Job Summary: The Director of First Impressions, will report to the Service Manager and will be responsible for answering incoming calls, directing calls to appropriate staff, mail distribution and providing additional clerical support. The Director of First Impressions is the first point of contact for the entire organization, which requires a positive attitude and professional appearance. This position will multi-task a variety of front office activities.</p> <p>Hours: Mon. thru Fri. 8am-5pm, or 9am-6pm, with a 1 hour lunch. Extended hours and Saturday schedules may be required during season.</p> <p>Nothing in this job description restricts management’s rights to assign or reassign duties and responsibilities to this job at any time. The following tasks/responsibilities are typical of the position but are not all encompassing. Each person is expected to help out in whatever duties are required to deliver a quality product on schedule.</p> <p>Tasks & Responsibilities:</p> <ul style="list-style-type: none"> • Welcomes visitors by greeting them, in person or on the telephone in a professional, friendly and hospitable manner. • Directs visitors and maintains visitor log. • Maintains safe and clean Front Desk area by complying with procedures, rules, and regulations. • Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs. • Answering incoming calls, and directing to appropriate department. • Stamp and mail all company correspondence. • General clerical support and assistance for all departments to include receiving and distributing electronic faxes, copying, and scanning documents. • Ability to multitask – Focus on Quantity and Quality of Administrative work and to follow through on assigned tasks until completion. • Teamwork – Evaluating departmental workload requirements and contributing where needed. • Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time. • Demonstrate Enthusiasm - be a positive and encouraging presence in the office. • Other duties as assigned. 			

RELATIONSHIP TO OTHERS

The Director of First Impressions reports directly to the Service Manager and may work closely with other management teams and with internal support staff. Optimally, over time the Director of First Impressions will have increased opportunity and assume increased responsibility for meeting department's needs and expectations. It is therefore necessary that the Director of First Impressions maintain a satisfactory client relationship, relating to vendors, clients and fellow team members in a mature, thoughtful, professional and pleasant manner. Minimally, the Director of First Impressions must display a demeanor that exhibits our Mission Statement and Core Values, as well as show empathy, patience, understanding and a genuine interest in others. The Director of First Impressions performs a lead role in promoting interdepartmental communications and cooperation.

Required Skills/qualifications:

- Reporting Skills, Administrative Writing Skills, Microsoft Office Skills, Managing Processes, Organization, Analyzing Information, Professionalism, Problem Solving, Supply Management and Verbal Communication.
- Knowledge of office administrative procedures; use and operation of standard office equipment with applicable related experience.
- Attention to detail in typing and proofing materials, establishing priorities and meeting deadlines.
- Knowledge of computers and relevant software applications. Proficient in MS Word, Excel, MS Outlook and the Internet.
- Typing / Keyboard skills (50-60 wpm).
- Knowledge of customer service principles and practices.
- Professional appearance and manner in answering phones and greeting employees and guests.
- Customer Service—Manages difficult customer situations & responds promptly to customer needs.
- Dependability—the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
- Excellent verbal and written communication skills required.

Working Conditions: Inside office environment.

Education and Formal Training:

- High School diploma or GED preferred.

Experience:

- 1-2 years multi-phone experience.
- HVAC experience a plus!

Materials and Equipment Used:

Office Equipment; phone, copier, computer, and fax.

Affirmative Action / Equal Opportunity Employer -- M/F/D/V--DRUG FREE WORKPLACE

Reviewed By:		Date:	
Last Updated By:	Kurt Englund	Date/Time:	5/14/16