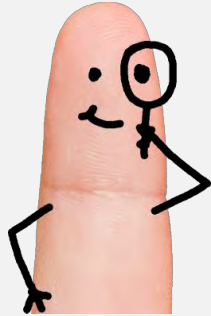


Date completed/ revised: DD/MM/YYYY

Position Details

Title	Receptionist
Reports To	Insert title, not individual's name
Department	Administration
Position Status	<input type="checkbox"/> Employee <input type="checkbox"/> Contractor <input type="checkbox"/> Consultant <input type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time <input type="checkbox"/> On-going <input type="checkbox"/> Term Term End Date (if applicable): DD/MM/YYYY
Eligible for Benefits	<input type="checkbox"/> Yes <input type="checkbox"/> No Comments if applicable
Overtime Exemption Status	<input type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt
Variable Compensation	<input type="checkbox"/> Bonus <input type="checkbox"/> Commission <input type="checkbox"/> Shift Premium <input type="checkbox"/> Car Allowance <input type="checkbox"/> Not applicable
Hours per Week	Insert actual expected hours of work per week, excluding breaks or lunch/week
Location	
Job Classification	CUSTOMIZER: If classifications have been established, insert job categories. Below shows an example. Otherwise, delete this row <input type="checkbox"/> Clerical <input type="checkbox"/> Administrator <input type="checkbox"/> Coordinator <input type="checkbox"/> Manager <input type="checkbox"/> Director <input type="checkbox"/> VP
Salary Range	Insert salary range, or insert: "As per Job Classification"
Direct Reports	As of DD/MM/YYYY but subject to change, position is responsible for Insert number direct reports, as follows: ♦ Title. Insert additional bullets as required <input type="checkbox"/> Not Applicable



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- c. Provides basic Company information through email, phone, and in-person.
- d. Answers telephone and directs calls to other employees.
- e. Maintains the reception area.
- f. Ensures knowledge of staff movements in and out of the Company.

2. Facilities Example 30%

- a. Controls office supplies inventory.
- b. Ensures kitchen supplies are available.
- c. Monitors and maintains office equipment.
- d. Is the primary liaison for facility issues with suppliers, building property management and staff.

3. Administration Example 20%

- a. Receives and distributes daily office mail.
- b. Performs clerical duties such as filing, faxing, and photocopying.
- c. Organizes meeting room bookings.

4. Accounting Example 20%

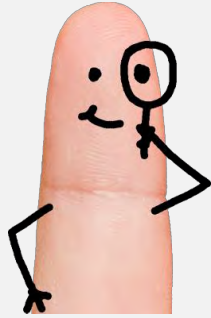
- a. Maintains exception reporting for staff absences and timesheets.
- b. Provides clerical support for Accounts Payable and Hourly Payroll.
- c. Mails customer statements and invoices, and supplier checks.

5. Insert high-level responsibility Example 20%

- a. List key tasks associated with that responsibility
- b.
- c.
- d.

Job-Related Technical Skills

Skills	Proficient	Experience with	Familiar with
Customer service best practices	x		
Information management	x		
A minimum of 35 words per minute typing speed or the ability to use voice to text software to support	x		



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- ◆ Takes personal responsibility for ensuring satisfaction.

PLANNING / ORGANIZATION SKILLS / TIME MANAGEMENT

- ◆ Establishes a realistic and systematic course of action for self and others to accomplish a specific goal.
- ◆ Sets the right priorities.
- ◆ Utilizes planning and/or time management tools.
- ◆ Monitors progress and makes necessary corrections.
- ◆ Controls interruptions.
- ◆ Accomplishes work in a timely manner.

COMMUNICATION

- ◆ Communicates in a clear, concise, and timely manner.
- ◆ Uses effective tools and techniques to communicate information internally and externally.
- ◆ Is sensitive to the communication levels required by varied audiences, and is able to adapt accordingly.
- ◆ Listens actively.

PROBLEM SOLVING

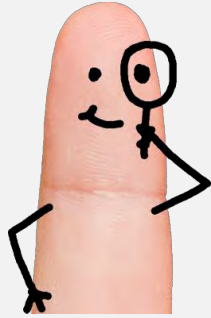
- ◆ Assesses challenges to identify causes.
- ◆ Gathers and processes relevant information.
- ◆ Generates creative solutions and finds a way to make it work.
- ◆ Makes recommendations and/or resolves the situation.
- ◆ Acknowledges when one doesn't know something and takes steps to find the answer.

ATTENTION TO DETAILS

- ◆ Thoroughly accomplishes tasks with the utmost attention placed on accuracy in all areas involved, no matter how small.
- ◆ Monitors and double checks information to produce consistently error-free work.
- ◆ Adheres to procedures and standards.
- ◆ Possesses a strong ability to focus on tasks and priorities amidst continuous distractions.

COMPOSURE / EMOTIONAL MATURITY

- ◆ Maintains composure when provoked, under intense pressure, or faced with multiple priorities.
- ◆ Restrains emotional impulses and responds calmly.



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Acknowledgement

Accepted and agreed to by:

EMPLOYEE

Employee Name	
Signature	Date

MANAGER APPROVAL

Manager Name	Manager Title
Signature	Date

NEXT LEVEL APPROVAL

All job descriptions require approval by CUSTOMIZER: Insert approval position level 1. Example: Department VP, or delete this section if not applicable.

Name	Title
Signature	Date

HR APPROVAL

All positions require review and approval by HR CUSTOMIZER: Insert HR approval level. Example: HR Manager, or delete this section if not applicable.

Name	Title
Signature	Date