

# RECEPTIONIST

## JOB DESCRIPTION

### PHONE & EMAIL WORK

1. Answer phones, take messages and relay them to proper person. Keep running log of all calls in your notebook
2. Answer calls that need specific date information
3. Answer emails for wellersinc that pertain to booking dates. All others if you cannot answer, save to Customer Emails file
4. Send out any follow-up menu packages, contracts etc that you have told clients you would send to them
5. Update employee and vendor numbers in excel spreadsheet as they come in.
6. Re-program phone. Know how to program phone lines. Set up speed dialing system on spreadsheet.
7. Learn how to work Conference calling.

### COMPUTER WORK

1. Enter new client contracts in the database: Heart in the **Startup folder**
2. Call and set up Client 60-day planning meetings and enter meeting in Database and calendar.

### STOCKING PAPERWORK

1. Keep employee packages, job descriptions copied and stocked
2. Check estimate books and refill any pages that are low.

### ENTERING DATA IN DATA BASE

Database computer entries.

### OPENHOUSE

Help with Walking Tours on Saturdays. See Walking Tour Information

Stock Estimate Sheets, Contracts

Meet visitors as they arrive. Go over estimates and Event Planner

### WEBSITE AND NEWSLETTER, CREATE DOCUMENTS AND FORMS

Help with creating forms, newsletters, and office letters

### ORGANIZATION OF FILES IN OFFICE SECTION OF THE COMPUTER

### ORGANIZING AND CLEAN-UP

Keep office and bathroom organized and cleaned