

POSITION PROFILE

Summary:

The Receptionist provides a warm welcome to all contacts (either in person or over the telephone), represents the Phantom organization in a professional manner at all times and directly assists or transfers callers as appropriate. The incumbent completes administration tasks and provides support on an as-needed basis to all departments within Phantom. As first point of contact for the organization the Receptionist must be professionally attired and well presented at all times. As an integral member of the Phantom team, the Receptionist will champion and encourage in others the organization's overall vision, mission statement, and corporate values.

Reporting Structure:

There are no incumbents reporting to the position of Receptionist.

Position Responsibilities:

(because of changing priorities the responsibilities are not listed in order of importance; responsibilities include, but are not limited to the following)

- Warmly and professionally greet and assist all visitors and guests as they enter the premises.
- Request that all guests make an entry in the visitors' book upon entering the facility and provide them with a Guest ID badge. Collect the badge and have the guest sign out when leaving the facility.
- Respond to incoming telephone calls using the 'hold' feature when necessary in order to avoid over-rings; promptly transferring the caller to the appropriate recipient. The headset must be worn at all times when the Receptionist is away from the reception area.
- When answering the phone please answer as per: "Thank you for calling Phantom Screens, how can we help you today?" or "Thank you for calling Phantom Screens, this is (name), how can I help you?"
- Promptly retrieve, sort, and forward to the appropriate recipient all customer general enquiries received via email and telephone.
- Accept customer concerns over the telephone, document in e-Synergy and forward to the Customer Experience Department.
- To ensure appropriate and adequate service is provided at all times, reception and switchboard coverage is to be coordinated with the Customer Experience Department.
- Open and date-stamp incoming cheques and invoices from suppliers/vendors, distribute all other incoming mail, and prepare outgoing mail.
- Maintain a professional and welcoming atmosphere in the reception area, and ensure that overall personal appearance, reception area and foyer are businesslike, tidy, and presentable at all times.
- Provides support on an as-needed basis to other departments
- Upon receipt of warranty registration cards, enter all details into Synergy; dispose of cards in confidential shredding bin.
- Revise and update Phantom Phone Contact List in accordance with staffing and distributor changes.
- Update the employee e-mail address list on the photocopier in the reception area, adding and deleting names as needed.
- Place calls for photocopier repair and follow-up to ensure that prompt and efficient service is provided.
- Retrieve and sort incoming fax messages and place in appropriate mail boxes.
- Create and display welcome notices as directed by various departments.
- During internal staff events (e.g. Town Hall) ensure front door is locked and notices are posted if required by the Safety and Security Coordinator.



- Maintain names and alphabetical order of mailboxes in the reception area.
- Decorate the reception area for Christmas and other seasonal occasions.
- Support the Executive Assistant in all charitable activities including distributing, collecting and mailing items to Phantom's World Vision children.
- Monitor office supply inventories, ordering replacements as needed; receive and unpack stationary order deliveries and notify the recipient their items are available for pick up.
- Print invoices daily, attach to original orders and shipping paperwork, and file appropriately.
- Carry out daily kitchen duties by ensuring the coffee machine is switched off, the countertops are clean and tidy, and the dishwasher is loaded and switched on at close of business; empty the dishwasher upon arrival at work each morning.
- Create a weekly inventory of kitchen supplies to be purchased, and distribute items on an as-needed basis.
- Ensure that all employees who are assigned the responsibility of Receptionist back-up are fully cross-trained in all aspects of the position responsibilities; promptly communicating to them any changes to procedures or processes.
- De-activate the door chime upon arrival at the beginning of the workday and activate the chime when leaving at the end of the day.
- When the Executive Assistant is absent ensure boardroom and meeting spaces are kept tidy before and after meetings or presentations.
- Support the annual unit budget process by creating the excel workbooks and providing summary reports by rep and region
- Provide administrative support to the Chief Revenue Officer, Network Development Manager, Network Resource Manager and Customer Experience Supervisor as required
 - Create sales reports as requested
 - Annual Playbook template development, tracking and filing
 - Maintain records and administer all contract renewals through the Network Development Manager
 - Liase with Sales Managers and Finance to set up new accounts and communicate account status accordingly
 - Coordinate new account application process, providing admin support to the Network Development Manager as needed (credit application follow up, new distributor packages, communication to internal parties re: status, etc.)
 - Create new and maintain existing database account information (e.g. 1-888 updates, zip locator, user name / passwords, esynergy account card details, web order access, dportal sign in)
 - Act as the internal coordinator of account termination processes, ensuring other departments (Technology Solutions, Finance and Customer Experience) are aware of termination timeline and plan
 - Support the Network Resource Manager in the compilation of distributor surveys, act as a key contact for receipt of responses, summarize and report on collected data
- Provide support to the Live Chat program on the corporate website
- Backing up and providing assistance to the National Retail Sales Representative and Data Processing Representatives

Improve our service by:

- Helping to improve processes and procedures to provide better and more reliable service



POSITION: Receptionist

Be an active member of the Customer Experience and Phantom Screens team by:

- Having a great attitude, looking for ways to help and jumping in to help when needed
- Looking for ways to help other departments serve each other and customers better
- Participating actively in trainings and meetings and continually striving to learn and grow

Corporate Values:

At Phantom Screens we value all of our employees. We are committed to providing a safe, harmonious, and respectful work environment and all employees are expected to help us achieve this by practicing the organization's core principles, a copy of which is attached to this document.

Position Requirements:

- Superior interpersonal skills with the ability to communicate confidently with all external and internal contacts.
- An excellent telephone manner that projects warmth and efficiency and which never fails to assure all contacts of their importance to the organization.
- An ability to recognize when to go above and beyond to get the customer what they need and answers to their questions.
- A composed yet friendly demeanour and a desire to project a professional image by dressing appropriately for the position.
- Time management skills; demonstrated initiative to seek the next task and the ability to remain calm and focused in an environment subject to constant interruptions.
- A can-do attitude with a keen understanding of team dynamics and willingness to provide support on an as-needed basis.
- Accurate and efficient keyboarding skills using with a typing speed of 45 wpm.

Academic Requirements and Work Experience:

Grade 12 diploma and one year experience in a similar role. An equivalent combination of education and experience may be considered