



## **Receptionist**

**DEPT:**

**REPORTS TO:**

**CLASSIFICATION:** Non-Exempt, Part-Time

### **Position Summary:**

This position is responsible for greeting, welcoming, and directing customers to appropriate departments at River Bank. The receptionist is also responsible for answering the phone at their assigned branch and responding to customer inquiries.

### **Duties and Responsibilities:**

1. Welcome customers by greeting them, either in person or via telephone/email, and assist them in answering their questions either directly or through a referral.
2. Forward calls as needed to appropriate department or personnel.
3. Take and retrieve messages.
4. Receive, sort, and forward incoming mail.
5. Assist in the completion of reports and other documents as directed by supervisor(s).
6. Assist with other clerical duties such as photocopying, faxing, and filing.
7. Assist in maintaining the appearance of the lobby by sweeping, vacuuming, and dusting as needed.
8. Other duties as assigned by supervisor.

### **Requirements:**

1. High School diploma or GED.
2. Customer Service experience.
3. Cash handling and/or sales experience.

### **Desired Knowledge, Skills, and Abilities:**

1. Knowledge of River Bank's products and policies.
2. Ability to work well under pressure, sometimes in a fast-paced environment.
3. Strong communication and organizational skills.