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| Job Title: | Front Desk/Receptionist |
| Department: | Office |
| Job Grade/Level | |
| Position Supervisor: | General Manager |
| Reports to this Position (if applicable) | N/A |
| Location | Texas Timber Frames, Boerne, TX |

Job Purpose/Summary:

Must present a personable, helpful, and professional image. Must also be organized and responsible to perform a variety of administrative and clerical tasks. Main duties include answering the phone, welcoming all guests, keeping the showroom presentable and providing support to our managers and sales employees.

Principle/Main Responsibilities and Tasks:

- Answer and direct phone calls
- Write and distribute email, correspondence memos, letters, faxes and forms
- Assist in preparation of regularly scheduled reports
- Maintain an organized filing system
- Uphold office policies and procedures
- Provide general help to visitors
- Deposit checks/cash/ACH/CHAX payments (make copy of checks and cash and give to Office Coordinator)
- Provide Deposit Summary Report to General Manager and Revenue Cycle Manger
- Create follow-up tasks and complete them in a timely manner within Salesforce.com
- Implement survey calls as requested
- Communicate with sales representatives on lead status
- Attend company meetings and functions necessary to perform duties
- Order/stock office supplies
- Manage credit card expense report(s) and invoices to Senior Cash Manager
- Follow-up with customer satisfaction after the purchase/install

Knowledge, Skills and Abilities Required:

- Knowledge of office management systems and procedures
- Working knowledge of office equipment, such as printers and fax machines
- Proficiency in MS Office (Excel, Word & Outlook)
- Knowledge of SalesForce and providing support
- Excellent time management skills and the ability to prioritize work



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- Attention to detail and problem-solving skills
- Excellent interpersonal, written and verbal communication skills
- Reliable and prompt with attendance and deadlines
- Maintain a professional manner under stress
- Must be able to lift up to 25 lbs.
- High School diploma

Employee Signature _____ Date _____

Manager/Supervisor Signature _____ Date _____