



JOB DESCRIPTION – FRONT DESK RECEPTIONIST

<u>Position Title:</u>	Front Desk Receptionist Douglassville
<u>Senior Leadership Team Leader:</u>	Chief Executive Officer
<u>Team Leader:</u>	Executive Assistant to Chairman and CEO
<u>Team Membership:</u>	Executive Support
<u>Location:</u>	World Travel, Inc. Corporate Office in Douglassville, PA
<u>Job Status:</u>	Non-Exempt
<u>Supervisory Responsibilities:</u>	None
<u>Objective of the Position:</u>	<p>The primary objective of this position is threefold:</p> <p>(i) to provide telephone answering support for World Travel, Inc.'s Reservation Centers.</p> <p>(ii) to ensure that visitors to World Travel, Inc.'s offices are greeted in a warm, friendly manner; and</p> <p>(iii) to provide other administrative tasks in the Hotel Pay Dept. as needed and general office support to other departments as needed</p> <p>As a member of the Executive Support Team, this person is expected to perform other executive support and administrative tasks as may be assigned to them.</p>
<u>Job Summary:</u>	<p>This person is a member of the Executive Support Team. The Team is managed by the Executive Assistant to the Chairman and Chief Executive Officer.</p> <p>This person will provide both traditional Front Desk receptionist, administrative and clerical functions, as well as support for other departments, including support to Support Agents.</p> <p>This position requires an energetic, creative thinker who pays attention to detail. Individuals committed to lifelong learning are a good fit for this position.</p> <p>Due to the nature of this position, this person must be comfortable with answering telephone calls, working under pressure, and learning new software/technology applications.</p> <p>Attendance and the ability to get along with others is a core job function.</p>

<p><u>Essential Functions:</u></p>	<ul style="list-style-type: none"> •Telephone answering and support; follow all related policies and procedures •Operational support to Support Agents in accordance with that Team’s policies and procedures (e.g., virtual pay, third party credit card authorizations) •Administrative/clerical support, as needed in office for various depts •Receive the public and answer questions, in person and by telephone; respond to inquiries from Team Members others and refer them, when necessary, to the appropriate person, official or department/Team. •Professional appearance and demeanor at all times. •Attention to detail; few, if any, mistakes. •Complete administrative/clerical tasks in an accurate and timely manner. • Follow and enforce Visitor Policy. •Adherence to all workplace policies. •Adherence to Team “call out” procedures. •Attendance
<p><u>Time Spent Performing Essential Functions (Generally):</u></p>	<p>Telephone Answering to Support Operations = 80%</p> <p>Front Desk Reception/Administrative/Other Support Duties/Hotel Pay Team = 15%</p> <p>Other related duties and tasks = 5%</p>
<p><u>Competency and Position Requirements</u></p>	<ul style="list-style-type: none"> •Proven ability to take initiative, adapt quickly to changing priorities, and work with a high sense of urgency •Excellent written and verbal communication skills, particularly with a customer service focus •Ability to follow instructions •Independent worker who is a self-starter and who is willing to learn •Strict attention to detail •Ability to work in a fast-paced, stressful environment •Commitment to lifelong learning
<p><u>Education and Experience Requirements</u></p>	<ul style="list-style-type: none"> •A High School Diploma or equivalent; AND •At least one year experience in a corporate work environment.
<p><u>Quality and Quantity Standards:</u></p>	<p>In addition to their ability to perform the functions, tasks, and duties described herein, this person’s successful performance review is also dependent upon:</p>

	<ul style="list-style-type: none"> • Attendance • Team Work • Communication Proficiency • Collaboration Skills
<u>Physical Factors/Environment:</u>	<ul style="list-style-type: none"> • Traditional corporate office building located in corporate park. • Multi-sided desk with storage (may be above head), along with traditional wheeled office chair will be provided to Team Member. • Team Member will be provided a computer with several monitors, desk phone with multiple lines. • Team Member may need to lift small items up to 30 lbs.
<u>Working Conditions:</u> <u>Schedule:</u>	<ul style="list-style-type: none"> • Full time, Monday-Friday, 40 hours per week. Virtual Monday and Friday. • Anticipated schedule is 8:30 a.m. (ET) to 5:00 p.m. (ET); however, schedule will depend on the needs of each office. • Team Member may be asked to report to a different World Travel, Inc. office for training, support, or other reasons. World Travel, Inc. may make such request at any time, within reason. • On-Call availability; availability outside of traditional business hours if needed.
	<p><i>This document describes typical duties and responsibilities and is not intended to limit management from assigning other work as is reasonable.</i></p>