



## Example of Desk Receptionist Job Description

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Our company is searching for experienced candidates for the position of desk receptionist. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

### Responsibilities for desk receptionist

- Interfaces with various shipping services - shipping / receiving
- Greeting and directing visitors / patients to the office
- Answering and routing telephones
- Articulating and explaining procedures to patients
- Filing, faxing, and organizing documents
- Partnering with your coworkers to present a great first impression to our clients over the phone and in the clinic
- Answering phones, booking appointments, explaining our products and services to callers
- Recording detailed notes of clients needs and requests on the computer for their upcoming appointments
- Escalating customer service issues to other associates on the team
- Operating a multi-line phone system for a very active office and an office that generates a lot of foot traffic

### Qualifications for desk receptionist

- Basic knowledge of purchase orders and budgets a plus
- Minimum of high school diploma and 1+ year customer service or reception work experience
- Must be able to work all shifts including, AM's, PM's, overnights, weekends, and holidays

- College degree preferably specializing in hotel/restaurant management is preferred
- Computer knowledge important