

Receptionist Job Summary:

The receptionist is the first point of contact for all visitors and clients who come to Holder-Wells Funeral Homes and Serene Memorial Gardens.

Key Responsibilities:

- Greet visitors and direct them to the appropriate person or location.
- Answer and direct incoming calls, taking messages and forwarding calls as necessary.
- Respond to inquiries from clients, visitors, and employees, providing information about the organization, its services and products.
- Manage the front desk area and building ensuring it is clean and organized at all times.
- Open the building with morning staff to prepare for events and to receive guests.

Qualifications:

- High school diploma or equivalent
- 1-2 years of experience in a receptionist or customer service role
- Excellent communication and interpersonal skills with professional demeanor
- Proficiency in Microsoft Office: Excel, PowerPoint, Word, and others.
- Able to learn and use video conferencing tools
- Knowledge of file management techniques and other relevant software programs to improve efficiency
- Strong organizational and multitasking skills with ability to handle confidential information

This job description is intended to convey information essential to understanding the scope of the Receptionist position and it is not intended to be an exhaustive list of skills, efforts, duties, or responsibilities associated with the role.