



JOB DESCRIPTION

120 N. Stone Ave. Ste. 200

Tucson, AZ 85701

520.888.5353

bbb.org

Job Title: Receptionist

FLSA Classification: Non-Exempt

Department: Operations & Engagement

Reports to: Operations & Engagement Manager

Job Type: Full Time

Position Overview:

Our receptionist position ethically, effectively, and professionally performs administrative and customer service duties. They are the first contact for our businesses and consumers by answering their inquiries and providing excellent customer service over-the-phone and in-person.

GENERAL DUTIES:

- Answers incoming calls, chats and assists consumers and businesses or refers them to other agencies
- Assist general public (i.e., walk-ins)
- Respond to email inquiries in a timely fashion
- Customer Service Champion

SPECIFIC DUTIES:

- Performs administrative and clerical tasks
- Maintain and reorder office, breakroom, conference room supplies - pickup if necessary
- Maintain and schedule calendar for conference room
- Pickup and process daily mail
- Coordinate supplies for upcoming events (i.e., mixers, expos, etc.)
- Other duties/projects/assignments may be assigned



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ADMINISTRATIVE DUTIES:

- Perform data entry and ensure quality control
- Accurately and professionally perform other office and/or BBB member support functions
- Process returned mail when necessary

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Comfortable with out-of-the-box thinking, idea generation, and implementation of new ideas.
- A background in customer service is essential.
- Excellent telephone and oral communication skills
- High level of interpersonal skills and ability to handle sensitive information/documentation with confidentiality.
- Work independently as well as in a collaborative environment
- Customer Service Oriented
- Problem assessment and solving
- Bilingual high preferred (Spanish & English)

QUALIFICATIONS:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

EDUCATION/EXPERIENCE/LICENSES/CERTIFICATIONS NECESSARY:

- High School Diploma
- Minimum of 2- years customer service experience



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WORKING CONDITIONS/PHYSICAL REQUIREMENTS:

- BBB's work environment is that of a typical office, and the characteristics described here are representative of those an employee may expect to encounter while performing the essential functions of this job. This section is not an all-encompassing, but rather what one might come to expect on a regular basis.
- With reasonable accommodation, this position requires the manual dexterity to sufficiently operate phones, computers, and other office equipment. This person must be able to communicate clearly and accurately to convey information using the English language, both verbally and in writing. The ability to hear and comprehend dialogue spoken at appropriate "dinner-table conversation" levels, and visual acuity capable of drafting, editing, reviewing, and/or comprehending materials drafted in a standard typeface size 10 font or above, are required. Must be capable of sitting and standing for extended periods of time, as well as be able to intermittently push, pull, or lift 20+lbs. of force.
- Occasional exposure to adverse working conditions, including the performance of work in cramped and/or awkward positions, and exposure to safety hazards, loud noise, traffic, and inclement weather conditions is possible.
- All employment with BBB is considered at-will. This job description does not constitute a permanent relationship between BBB and the employee named below, and is subject to change at any time, with or without prior notification.

ACCOUNTABILITIES/MEASURABLES:

- Willingness to adhere to BBB Standards of Trust and Core Values, and contribute at a high-level to the organization's Vision, Mission, and Goals.
- Develop ways to save time, reduce waste, and save money in the execution of the mission. Alert all stakeholders well in advance if deadlines cannot be met.
- Close the loop – follow up and provide closure to all requests and projects.
- Respect and honor people, positions and processes.
- Take initiative to solve problems independently – when problems need to be escalated, prepare options for solution.
- Communicate – Communicate – Communicate!