

PACIFIC PRESS® PUBLISHING ASSOCIATION
JOB DESCRIPTION

POSITION TITLE: Receptionist/Switchboard Operator/Customer Service Representative – Part-Time 1

REPORTS TO: Director of Trade Sales

SUMMARY: Serve as the receptionist in the main entry lobby, switchboard operator, and in charge of periodical address changes. Work morning shift – 7:15am to 12:30pm or afternoon shift – 12:30pm to 5:45pm.

ESSENTIAL FUNCTIONS OF THE JOB:

- I. Answer telephone calls that come to the main switchboard and screen and route calls as necessary.
- II. Issue passes to visitors to the plant.
- III. Serve as a receptionist to all visitors to Pacific Press.
- IV. Do miscellaneous jobs for the Customer Service department.
- V. Order and maintain a supply of literature in the lobby.
- VI. Responsible for maintaining fax machine.
 1. Keep filled with paper, toner, etc.
 2. Keep the speed dial telephone numbers updated.
 3. Request service calls when necessary.
 4. Assist office personnel who need help sending faxes.
 5. Forward faxes via email maintaining confidentiality.
- VII. Sort, process, and route incoming mail for departments in the building.
- VIII. Provide customer support and deal with customers by telephone.
- IX. Correspond with customers through letters and email.
- X. Do data entry.
- XI. Research and solve problems with customers' addresses.
- XII. Understand and use computer and customer service computer programs.
- XIII. Job share with the Receptionist who works the opposite shift, helping to cover vacations and other absences.
- XIV. Maintain regular attendance at work and work overtime as required.
- XV. Comply with Pacific Press Employee handbook guidelines.
- XVI. This job description is not intended to be all-inclusive; the Receptionist/Switchboard Operator/Customer Service Representative will also perform other reasonable related business duties assigned by the Director of Trade Sales.

SKILLS NEEDED: Must have computer experience with a good aptitude for learning new computer programs and software. Needs excellent communication skills. Must be comfortable dealing with customers and vendors of all types by phone and in person. Must have a working understanding of word processing with a typing speed of 60 WPM or more. Previous customer service experience is helpful. Must present a professional appearance.

EXPERIENCE: A proven pleasant manner of dealing with people. General clerical experience in typing, filing, telephone response, and computer use is essential. Demonstrated success as a team member in a work environment is essential.

EDUCATION: A high school diploma