



Job Title: Receptionist
Department: Operations
Reports to: Office Manager
Level: Part-Time, Non-Exempt
Last updated: 11/2022

Summary of Responsibilities:

Provides the highest level of client service for all visitors in the MCM office, including clients, vendors, potential clients and internal team members. Handles all incoming calls and forwards as necessary. Experienced in handling a wide range of administrative related tasks, and able to work independently with minimal supervision. Be acquainted with all areas/departments of the MCM offices.

Essential Functions:

- Answer all incoming calls and direct to the appropriate team member. Provide direct dial numbers when appropriate.
- Manage and track all incoming packages from clients and/or vendors. Notify recipients via e-mail of delivery.
- Manage local delivery packages and pickup/delivery log for all areas of the firm.
- Manage, schedule and maintain all client conference rooms and beverage needs for visitors.
- Assists other team members as needed.

Additional Functions:

- Assist Tax Work Flow Supervisor as needed.
- Assist HR with special projects as needed.
- Able to set up spreadsheets in Excel to assist in tracking of annual forms.
- Assists Practice Development in preparing packets for Marketing events.
- Maintain Intranet phone lists for employees.
- Perform other duties as assigned.



Education, Experience and Skills:

- Minimum 1 year relevant work experience.
- Strong organizational and multi-tasking skills.
- Excellent written and verbal communication skills.
- Intermediate skill level working with Microsoft Word, Outlook, and Excel.
- Working knowledge of Practice helpful, quick learner.
- Ability and desire to perform Internet research.
- Must be comfortable interacting with professionals at all levels, internally and externally.
- Operation of general office equipment, copiers, fax machines, 10-key, multi-line phone system is preferred.

Expectations:

- To respect and earn respect of fellow team members.
- Take ownership of identified processes and responsibilities.
- Keep open communications with Supervisor and/or Manager.
- Perform work with confidence and pride, follow thru to completion.
- Dependable.
- Make informed decisions – discuss with supervisor or manager as needed.
- Participate in required meetings and update Personal Game Plan regularly with intent to set and achieve goals.
- To work in a safe, clean and employee friendly atmosphere.
- Must be able to work full work days, 40 hours a week. Overtime may be required at times, especially during busy season(s).

Working Conditions:

- Ability to remain seated for long periods of time – office desk environment.
- Occasional heavy lifting.
- Minimal hazards. General office working conditions.
- Occasional evening and weekend work required.

We are committed to providing equal employment opportunities to all employees and applicants without regard to race, ethnicity, religion, color, sex (including childbirth, breast feeding and related medical conditions), gender, gender identity or expression, sexual orientation, national origin, ancestry, citizenship status, uniform service member and veteran status, marital status, pregnancy, age, protected medical condition, genetic information, disability or any other protected status in accordance with all applicable federal, state and local laws. EOE