

Summary

Represents KG Stevens with primary responsibility for courteous and efficient facilitation of telephone calls and visitors. Expedites the steady and courteous flow of internal and external communications, such as incoming/outgoing telephone messages, visitors, messengers, and delivery services. Incumbent receives moderate to light supervision in the performance of duties and responsibilities.

Essential Duties and Responsibilities

- Courteously and promptly determines nature of a caller's business and directs callers and visitors to the appropriate person or takes messages (including all pertinent information) for the person called.
- Operates telephone console to facilitate internal messages and telephone transfers.
- Receives incoming telephone calls and places outgoing calls. May need to become expert with TDD, TTY and/or message relay services for the hearing impaired. Issues and collects visitor's passes according to policy.
- Provides answers to routine inquiries and other information as appropriate.
- May perform simple clerical duties when time permits.
- Maintains appropriate confidentiality of information processed.
- Follows company policies and procedures.
- Must work the hours and/or shift assigned and begin and end work on time. Must meet attendance requirements.
- Must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.
- Must maintain courteous, professional, and effective working relationships with employees at all levels of the organization.
- Must develop and maintain courteous and effective working relationships with clients, vendors and/or any other representatives of external organizations.
- Must assume responsibility for providing timely, appropriate responses to requests/suggestions/complaints or refer such comments to the appropriate person.
- When referring requests/suggestions/complaints to another individual, the employee must follow-up in writing to that individual and maintain an accessible copy of that referral or follow company guidelines.
- Must communicate information and state problems or challenges to be resolved in a clear, concise, courteous, nondiscriminatory, and professional manner, and be able to provide clarification, as necessary.
- Contributes to a positive team culture.

Education and/or Experience

- High school diploma, general equivalency diploma (GED) or equivalent combination of education and experience.
- Ability to read and comprehend simple instructions, short correspondence, and memos.
- Ability to perform basic math functions of addition, subtraction, multiplication, and division.

- Ability to apply common sense understanding in carrying out detailed written or oral instructions or requests.
- Ability to work with a wide range of personalities in a courteous, effective, and efficient manner.

We continue to employ great employees by:

- Offering a full-time position with competitive pay based on experience and qualifications, job stability, and opportunities for advancement
- Having a comprehensive benefit package that includes:
 - Health Insurance with employer premium contributions
 - Dental/Eye insurance
 - Life Insurance
 - Short Term Disability
 - Paid time off
 - Holiday Pay
 - 401K, with employer contribution

We are proud to be an EOE/AA employer.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit; talk or hear; and use hands to handle, or touch objects or controls. The employee is regularly required to stand and walk. On occasion the incumbent may be required to stoop, bend, or reach above the shoulders. The employee must occasionally lift up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment

Only those present in a normal office setting, no known significant hazards. While working with a wide range of people, may encounter abusive, aggressive, or unpredictable behavior on a limited basis.

The above statement reflects the general details necessary to describe the principal functions of the occupation describes and shall not be construed as a detailed description of all the work that may be inherent in the occupation.