

Receptionist - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:

- Has knowledge of phone system operation
- Is knowledgeable about each department's function in order to transfer calls properly
- Has proper telephone etiquette
- Knows proper calling pattern for complaint calls
- Knows basic organization services
- Has a complete and thorough understanding of the organization philosophy

QUALITY OF WORK:

- Transfers calls to proper departments
- Properly documents callbacks i.e. names spelled correctly, message is accurate
- Properly documents loan assignments
- Properly directs customers to other departments with passes
- Verifies receipt of all packages before signing for them
- Remains composed at all times
- Has no more than one customer complaint in a six-month period

QUANTITY OF WORK:

- Answers each call in three rings or less
- Informs supervisor when lobbies have been waiting 15 minutes
- Able to perform light typing and envelope stuffing
- Refers customers to available department within 2 minutes
- Delivers phone messages to appropriate person within 10 minutes

PROFESSIONALISM:

- Subscribes to the theory of professionalism as an "attitude" and an "ethic" demonstrated in practice.
- Personal deportment (behaviour) always at standard. No deviations; this includes following dress code, and practising acceptable hygiene, grooming and personal habits. Personal appearance and conduct are always consistent with organization's professional image
- Treats all customer business and information (positive or negative) as completely confidential.
- Discloses information only as required by legislation or organization policy.
- Promotes goals and aims of organization
- Ensures that position and power is never compromised by reason of friendships, conflict of interest or otherwise.