



Job Title: Receptionist	Reports To: Controller
Department: Finance & Operations	Direct Reports: n/a
Revision Date: 1/25/10	Email: careers@keeransystems.com

Position Overview

This position assists the Controller in executing efficient, effective, and diligent administrative processes. This position will also support the Management team and clients by ensuring service requests are efficiently handled from receipt to delivery.

Primary Job Functions

- answer telephone, screen and direct calls
- take and relay messages
- deal with queries from clients and the public
- greet and direct persons entering organization
- ensures knowledge of staff movements in and out of organization
- general administrative and clerical support including but not limited to, filing, faxing, requisitioning supplies
- coordinate shipping and receiving to ensure on-time delivery of goods and services
- prepare letters and documents
- receive and sort mail and deliveries
- schedule appointments
- organize meetings
- tidy and maintain the reception and serviette area

Peripheral Job Functions

- internally following up with customer queries
- collaborate with the Information Services Manager and Business Development Manager to ensure that client databases and lists are maintained and kept up-to-date
- assist with the preparation of documents such as proposals, presentations, and reports
- assist with the coordination of program events, meetings, official functions, conferences and other Keeran Systems activities

Skill Requirements

- well-developed interpersonal customer service and relationship building skills
- ability to work independently and as a member of a team to get tasks accomplished
- computer savvy with proven exceptional ability using the following software products: Microsoft Word, Microsoft Excel, and Microsoft Outlook
- acceptance of and commitment to working according to the organization's policy
- high level oral and written English-language skills
- experienced with office administration
- exceptional organizational and time management skills



Personal Attributes

- ability to work cooperatively and effectively in a team environment
- flexible and adaptive
- high degree of integrity and strong ethics
- ability to work under pressure and to prioritize work effectively
- very organized
- fanatical attention to detail; meticulous
- self-motivated, energetic and reliable with a positive disposition
- exceptional problem-solving abilities

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.