TBI US Operations, Inc.

Job Description

Receptionist

Reporting to: Senior Executive Assistant

Location: Orlando Sanford International Airport
Sanford, FL

General Responsibilities:

The Receptionist is responsible for answering phone calls, greeting clients and visitors and sorting incoming and outgoing mail. The Receptionist will also perform other administrative duties such as scheduling conference rooms and preparing financial deposits.

Major Responsibilities and Functions:

- Greets visitors and directs them accordingly.
- Answers all incoming telephone calls promptly and forwards calls to appropriate individual. Place calls as requested.
- Opens delivered mail, legibly and appropriately date stamps, as applicable, and sorts into appropriate folders for distribution.
- Signs for deliveries when necessary and notifies recipients.
- Ensures kitchen/kitchen appliances and bathrooms are kept neat, clean and stocked with appropriate supplies.
- Ensures that common areas are equipped with office supplies as needed.
- Maintains lost and found database and call log.
- Maintain conference room calendars.
- Other responsibilities as assigned.

Health and Safety Responsibilities:

- Take all reasonable and necessary precautions to ensure personal health and safety, as well as that of co-workers and any other person(s).
- Report immediately to management all unsafe and unhealthy conditions.
- Report immediately to management all occurrences that cause injury or damage to any person or property.
- Comply with TBI’s Environmental Safety and Health program and procedures.

Qualifications:

- Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.
- Excellent written and oral communication skills.
- Proficient computer skills, particularly with Microsoft Office tools (Excel, PowerPoint, Word)
and e-mail (Outlook).

- The ability to think well on his/her feet and to solve problems with ease and enjoyment.
- Ability to manage multiple tasks/assignments simultaneously.
- Ability to proactively assess the needs of others.
- Must exercise accuracy, discretion, good judgment, attention to detail, courtesy, tact and patience.
- Strong interpersonal skills; ability to establish and maintain good working relationships with other TBI employees, airline employees, vendors and subcontractors.
- Must be able to work independently with minimal direction and supervision.

**Working Conditions:**

**Physical Effort:**

While performing the duties of the position, the employee is regularly required to sit, stand and walk for extended periods of time throughout the course of daily activities. The employee is occasionally required to climb, lift, balance, stoop, kneel, or crouch. The employee is required to work on a computer, in addition to doing paper work.

**Mental Effort:**

Position involves encounters with members at every level of the organization, airline employees, vendors, subcontractors and members of the public, and requires a sense of responsibility to provide a high level of customer service and accurate information. The position involves stress associated with responding to/solving problems. Operations are dynamic and situations may require immediate attention. This position has high exposure to the public and requires a professional approach and demeanour under all conditions. It also requires a genuine willingness to assist persons with a wide range of requests and needs, including individuals with disabilities.

**Normal Working Hours:**

The normal working hours for this position will be Monday through Friday from 8:00am to 5:00pm.