Job Title:	Receptionist, Front Desk	**Hours:**	Monday – Friday, 9:30am – 5:30pm
Location:	Hudsonville/Ada	**Travel Required:**	No
Status:	Salary or Hourly	**Reports To:**	Showroom Sales Manager
Position Type:	Full-Time	**Revised:**	December 2021

Applications Accepted By:

E-MAIL: INFO@DEGRAAFINTERIORS.COM	

Job Description

Position Summary:

The Receptionist/Front Desk is responsible for providing general office support for day-to-day activities and a variety of tasks.

Principal Duties and Responsibilities:

- Perform general clerical duties to include but not limited to, photocopying, scanning, mailing, and filing.
- Answer phones and direct calls appropriately
- Greet customers and get them settled
- Open showroom at 10am – Turn on music, and lights, unlock doors, make sure all displays are lit.
- Check bathroom is fully supplied daily
- Before 10am – Do a showroom walk through – put away samples, water foliage in front of building if needed.
- Check calendar daily and provide correspondence to staff regarding daily schedule and "ups"
- Apply payments to orders, receive money, fill out bank deposit slip.
- Handle requests for information and data.
- Have general product knowledge, also helpful to attend Pk's offered.
- Check and compare data for accuracy and completeness.
- Convert estimates to orders once manager has approved and all paperwork is present
- Attach all "order paperwork" to order in color
- Enters data into computer system.
- Order customer samples for sales staff when needed
- Record daily foot traffic of new, returns and appointments.
- Attach documents in RFMS when asked.
- Retrieve mail daily and distribute to appropriate staff within your store. If mail does not have a specific destination give to Showroom Sales Manager
- Participate in educational and safety opportunities as needed to refresh, update, and enhance skills and knowledge that pertain to job responsibilities, company operations, customer interests and industry outlook. This may include workshops, webinars, learning sessions, reading materials, classroom study, etc.
- Monitor processes. Ensure they are efficient and effective to complete work in a timely manner while being accurate.
- At 5:30pm – Do a showroom walk through – turn off displays, turn off music, Lock all doors.
- Assure showroom is left in a clean and organized manner at the end of every day.

- Monitor customer refreshments and keep stocked
- Maintain stock level of office and bathroom supplies
- Maintain an inventory of stock cuttings and samples.
- Perform additional responsibilities as requested and required.

Specialty Tasks:

- Inventory costing
- Installation & Collection reminders
- Educating sales staff regarding financing offers, process applications, maintain current POP for finance offers.
- Maintaining current insurance certs for subcontracting pool
- Monthly close rate report and traffic report
- Maintain stock inventory list and send update to sales

Education, Certification, and/or Training Requirements:

- High School diploma or GED equivalent.
- Previous administrative or office experience preferred.

Other Required Skills and Abilities:

- Attention to accuracy, detail, and completeness.
- Must be driven, self-directed, resourceful, and work with minimal supervision.
- Experience with Microsoft Office and RFMS Software.
- Be a team player and able to effectively collaborate with others.
- Good judgement and decision-making abilities.
- Able to multi-task
- Detailed and timely communicator.

Working Environment:

- Normal Office Environment.

This is not necessarily an all-inclusive list of all responsibilities, skills, duties, requirements, effort or working conditions associated with the job. While this is intended to be an accurate reflection of the current job, management reserves the right to revise the job, or to require that other, or different tasks be performed when circumstances change and/or business and organizational needs necessitate.