

**Hubble Group, Inc.
Position Description**

Job Title: Front Desk Coordinator
Department: Administration
Reports To: CEO Executive Assistant
FLSA Status: Full-Time / Exempt
Location: Meridian, ID

PURPOSE OF POSITION

The Front Desk Coordinator provides Hubble Homes' first impression to callers and visitors, setting the tone for their experience with the company from their first phone call or office visit. The Front Desk Coordinator is tasked with providing an upbeat, positive customer experience -- when anyone calls or walks into our office, we want them to find a friendly, smiling face and a helping hand. The ideal candidate has excellent communication and multitasking skills, a positive attitude and a strong work ethic.

PRIMARY RESPONSIBILITIES

- Customer Service: Provide customers (*home buyers, vendors, internal and external stakeholders*) with knowledgeable, courteous and prompt service at all times.
- Walk-ins: Welcome visitors, and announce visitors to the appropriate personnel; distribute checks to vendors and take payments for services and products; obtain signatures on lien releases when instructed.
- Telephone Duties: Answer incoming telephone calls, forwarding calls to the appropriate personnel or taking messages; answer questions about the Hubble organization; manage company voice mail.
- Mail/Fax: Manage daily incoming, outgoing and overnight mail; send faxes, and retrieve and route incoming faxes; coordinate runners for delivery of time-sensitive documents.
- Administrative duties: Coordinate conference room reservations; maintain celebration list for employee Anniversaries and Birthdays; monitor, order and maintain stock of office supplies; issue Kitchen Duty calendar; file accounts payable invoices; arrange catering for lunch meetings.
- Onboarding coordination: Perform activities related to new hires including preparing employee handbook, distributing office keys, taking photo of new hire, ordering business cards and name plate (if applicable), and updating and distributing the employee phone list.
- Facilities: Oversee the copiers/printers by replenishing paper stock and managing service with outside vendor; maintain the reception area, kitchen, lobby and conference rooms in a neat and orderly fashion; unlock and lock the main entry door – AM & PM; monitor recycling pickups; contact building manager regarding general maintenance issues.

ADDITIONAL DUTIES

- Demonstrate a commitment to continuous improvement.
- Adhere to safe work practices and Hubble's safety guidelines and standards.
- Other duties as assigned by supervisor that can be performed from the reception desk area.

RELATIONSHIP TO OTHERS

- Front Desk Coordinator reports directly to the CEO Executive Assistant.
- Works with all employees in handling their telephone calls, arranging for deliveries, etc.
- Attention to detail in filing A/P invoices.
- Adheres to the position's dress code of business casual.
- Displays reliability.

LIMITS OF AUTHORITY

- Exercise independent judgment and discretion in performing the duties outlined.
- Take initiative to help with other office responsibilities.
- Offer suggestions for improvement to existing procedures.

KNOWLEDGE AND EXPERIENCE REQUIRED

Microsoft Office Skills including Word, Excel, and Outlook; Prior Customer Service or Reception Experience; Telephone Skills; Verbal Communication; Listening; Professionalism; Customer Focus; Organization; Supply Management