



Job Description

Receptionist

Department: Human Resources

Report to: Vice President of Human Resources

Category: Non-Exempt

Status: **Complete**

Field: Business and Financial Operations

Created on: October 10, 2013

Last Revised: August 2, 2016

Position Summary:

This position is responsible for answering inquiries and providing information to the general public, customers, visitors and other interested parties pertaining to Federated National Holding Company (FNHC) and its subsidiaries.

Responsibilities:

- Provide access to visitors through the main entrance of the FNHC facility during core business hours;
- Greet guests entering FNHC facilities and determine the nature and purpose of the visit and communicate with appropriate host employee or escort guest(s) to specific destination;
- Maintain daily visitor logs, ensuring logs are completed appropriately by guests;
- Provide information to FNHC and its subsidiaries such as; business services, facility location, department information, telephone, fax, e-mail and website information, etc.;
- Operate telephone switchboard to answer screen and route calls to appropriate departments and individuals;
- Screen calls as appropriate, take messages when needed and/or route calls correctly when needed;
- Provide to and/or receive and review documents as appropriate, such documents will include but is not limited to: application for employment, subpoenas and certificates, daily company in/out going mail;
- Accept mail and courier packages from mail vendors such as: FedEx, UPS, USPS, etc.;
- Prepare seasonal tickets for events.

Secondary Responsibilities:

- Assist the following departments in the verification, collection and distribution of checks/payments, documenting appropriately such acceptance and distribution by copying relevant

documents verifying proof of identity and receipt or distribution of checks/payments:
Underwriting and Claims;

- Assist the mailroom in processing outgoing mail by inserting information in appropriate envelopes;
- Other duties as assigned.

Knowledge/Skills:

- Knowledge of multi-line telephone system;
- Knowledge of basic computer system use for data entry, maneuvering through various basic software programs;
- Ability to provide exceptional service to internal and external customers (friendly/high spirited demeanor);
- Active listening and comprehension skills to determine the needs of the customer;
- Ability to problem effectively problem solve;
- Ability to provide clear effective instructions to individuals in both written and oral form.

Experience:

- High School Diploma (or GED or High School equivalent);
- 6 month to 1 year minimum experience in same or similar position;
- Use of copy machines, printers and e-mail.

Work Environment /Physical requirements:

- Professional
- Business Casual Attire
- Moderate lifting 25 to 50 lbs.
- Sitting: 90% of an 8 hour work day
- Standing/Walking: 10% of an 8 hour work day
- May be required to perform the following movements: bending, twisting, crouching, pushing.

System Access:

- Proficient in Microsoft software (excel, word, etc.)
- Ability to learn new software quickly

Federated National has reviewed this job description to ensure that primary (essential) and secondary (basic) duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.