



Receptionist/Administrative Assistant

TITLE: Receptionist/Administrative Assistant	REPORTS TO: AVP/Branch Manager
DEPARTMENT: Retail	FSLA: Non-Exempt
JOB SUMMARY:	
<p>The receptionist/administrative assistant is primarily responsible for performing general clerical, receptionist and project-based duties while projecting a professional company image both in person and through phone interaction. The position provides support to executive management and the Board of Directors.</p>	
EXAMPLES OF KEY DUTIES: <i>(Duties are illustrative and not inclusive and may vary with individual assignment.)</i>	
<ul style="list-style-type: none"> ➤ Greet customers, determine their needs, notify appropriate personnel of customers' needs, and escort customers to the appropriate bank area. ➤ Operate telephone to answer, screen and forward calls, provide information, take messages and schedule appointments. ➤ Collect, sort, distribute and prepare mail, messages, logs and courier deliveries. ➤ File and maintain records. ➤ Transmit information or documents to customers. ➤ Assist customers and maintain knowledge of all banking products and services. ➤ Order department supplies, order monthly branch register supplies. ➤ Maintain delivery logs and notify employees of deliveries from different carriers. ➤ Assists with the compilation of various documents for review and audit by the FDIC. ➤ Serves as secretary to Bank Committee's taking meeting minutes and transcribing minutes. ➤ Performs diverse, advanced and confidential administrative support functions including composing, signing and releasing routine but somewhat complex correspondence. ➤ Communicates with executives and line management to gather or convey relevant information. ➤ Maintain a neat and orderly work area and ensure that all cash, negotiable and confidential records are secured and/or disposed of properly. ➤ Maintains a thorough understanding of security procedures; practice established procedures and understand role in case of a robbery and know proper post-robbery procedures. ➤ Performs other various duties as assigned. 	
QUALIFICATIONS:	

The above statements are intended to describe the general nature and level of work performed rather than an exhaustive list of all duties and responsibilities and skills required for the position. The Job duties may be changed at any time at management's discretion. The job description is not intended to create an employment contract of any kind.



Education: High School diploma or GED

- Minimum of 2 years' experience in a similar capacity for a professional organization.
- Associates degree in secretarial sciences a plus

Required Skills:

- Must possess superior customer superior customer service, communication and organizational skills
- Advanced administrative and analytical skills a must
- Must have strong knowledge of Microsoft Office products (e.g., Word, Excel, and Outlook)
- Must be detail oriented and have the ability to multi-task
- Understands the importance of confidentiality and practices sound ethical judgment

PHYSICAL DEMAND AND EQUIPMENT USED:

Must be able to sit, walk or stand for extended periods.
Must be able to travel to branch locations.
Must be able to travel for business related matters.
General Office environment
General Office equipment

LAST UPDATED: May 2015

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