

## **JOB TITLE: CUSTOMER SERVICE RECEPTIONIST**

### **JOB SUMMARY**

We consider the receptionist to be the first point of contact with our customers, either on the phone or in person. The right person will be friendly and helpful, which is in direct support of a recreation company.

Answers telephone, directs calls to appropriate extension, greets and assists guests and customers in a prompt and courteous manner. Performs general clerical duties to provide support for the company's daily operations.

### **DUTIES AND RESPONSIBILITIES**

Answers incoming calls, routes call to appropriate extension and maintains voice mail boxes. Greets and assists walk-in customers in a prompt and courteous manner. Responds to questions regarding marina operations and provides accurate dockage information.

Initiates, processes and maintains customer account files following established company policy and procedure, using proprietary accounting software and Microsoft Excel, Word and Outlook. Secures, processes and completes appropriate forms, including certificates of insurance and registration. Ensures the proper closing of files for vacating customers.

Assist in coordinating reservations and slip assignments.

When necessary, initiates new account set up, codes and inputs transactions into harbor software.

Assist in scheduling conference room use and arranging meetings and other management functions.

Assist with opening and routing mail.

Assist with coordination of company events and special projects. May perform other job-related duties as assigned.

### **SUPERVISION:**

Given:            None

Received:        Administration Manager

### **EDUCATION:**

High School diploma or equivalent and two years of college. Will consider combined education and experience.

### **EXPERIENCE:**

Four years of general office or customer service experience. Microsoft Office products experience preferred. Marina experience a plus.

### **SKILLS/ABILITIES:**

Basic math computation skills. Ability to do detail work accurately and within specified time frames. Ability to learn to use PBX, voice mail and call accounting systems within two weeks. Ability to use 10 key calculators. Ability to type 45 words per minute. Ability to use or learn to use, within one-month, proprietary software for maintaining records. Ability to file alphabetically. Ability to communicate

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professionally and effectively in person and on the telephone. English language written, oral and comprehension skills.

**PHYSICAL STANDARDS:**

Parts of the work, such as word processing, data entry, proofing or figure work may involve eye strain. Job requires ability to sit for long periods performing data entry functions.

**PHYSICAL REQUIREMENTS**

Mainly an office environment in the Recreation/Marina Industry. Must be able to see, read and write. Must be able to walk on many types of surfaces in a Marina environment. Will sit for long periods. Must be able to bend, stoop, and reach. Ability to receive packages and other deliveries, lifting up to 25 pounds.

Submit applications online at [www.chicagoharbors.info/jobs](http://www.chicagoharbors.info/jobs). Please upload resume when submitting application.