

## **ASA Customer Service Representative – Receptionist / Document Management**

**Department:** Order Fulfillment

**Organization:** This position reports to the Order Fulfillment Manager

**Accountability:** Ensure all customers are properly serviced in the customer service receptionist environment. Customer's request is fulfilled accurately, efficiently, and on time to the highest standards and to the Customer Service Code of Conduct guidelines.

**Responsibilities:**

- Answering and routing all incoming calls in an accurate and timely manner
- Greeting all visitors at the door.
- Issuing of visitor and contractor badges. Ensuring all badges are returned upon the guest leaving.
- Open and Close the lobby area.
- Welcome sign is updated for visitors.
- Scanning and saving of all documents accurately and timely.
- Processing and sending UPS call tags and freight bills of lading.
- Distributing of all incoming mail.
- Processing of all outgoing mail.
- Updating and distributing phone list.
- Updating and distributing CS daily reporting
- Miscellaneous – any other request made by the manager that is work related.

**Qualifications:**

Education:	High School graduate or GED and must be at least 18 years of age
Experience:	Minimum of 3 years of customer service experience at ASA or equivalent

Hours: 8 am – 5 pm

Knowledge / Skills:

- Must be detail oriented
- Must be able to communicate with internal and external customers, both verbally and in written form
- Must be able to multi-task
- Knowledge of Microsoft Office suite of products a plus