



Job Title: Receptionist

Division:	Admin (shared services)	Job Code:	700
Location:	2995 Ryan Dr SE Salem, OR 97301	Travel Required:	None
Level\Pay Range:	Admin \ \$16 – 21 DOE	Position Type:	Full Time, hourly Non-Exempt
Reports to:	HR Manager		

Job Description

PURPOSE

The primary purpose of this job is to provide excellent customer service as the first point of contact for customers, vendors, employees, etc., fulfilling **Pratum’s mission is to be an agricultural cooperative dedicated to innovative solutions, excellent service, and long-term relationships.**

The following are specific tasks and responsibilities related to this position, but the position may require other duties and special projects as assigned.

TASKS & RESPONSIBILITIES

- Use multi-line phone system to answer all incoming calls and ensure each caller is assisted appropriately.
- Respond to general company voice mails and/or emails.
- Manage reception area to be clean, professional and inviting.
- Monitor online company information and coordinate updates as needed.
- Retrieve, sort, and deliver mail.
- Monitor office supplies; manage organization and re-order as necessary.
- Assist with managing shared company calendars and meeting room reservations.
- Assist with sending out all-company email announcements and managing all-company communication.
- Assist with editing and proofing articles and emails.
- Assist with board notebooks.
- Assist with building MS Power Point visuals.
- Assist with scanning and filing projects as needed.
- Assist with venue set ups for trainings, meetings, and conferences.
- Assist with statement mailings each month.
- Assist with travel arrangements.
- Assist with ordering food, coffee for meetings.
- Light cleaning and organizational duty for common areas in the office.



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EXPECTATIONS

- Comply with international, federal, state, and company policies, procedures, and regulations, maintaining familiarity with the employee handbook
- Function in a way that fulfills Partum’s Values:
 - **Integrity:** always doing the right thing
 - **Safety:** committed to a safe environment for our employees and customers
 - **Professionalism:** dealing with all relationships in a courteous and respectful manner with a positive image, timeliness
 - **Results Oriented:** delivering on your promises
 - **Teamwork:** respecting one another with humility, working with the ag management team
 - **Stewardship:** careful and responsible management of our resources and environment
 - **Customer Service:** exceeding expectations of those we serve
- Passionate engagement with Pratum Co-op, motivated to contribute to company success!
- Possess proven analytical, positive problem-solving solutions for the customer and the company

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- High School diploma or equivalent
- 3+ years of experience in successful customer service preferred

PREFERRED SKILLS

- Excellent verbal and written communication skills
- Confident and strong inter-personal skills
- Skill in differentiating priorities as it relates to incoming phone calls, emails, etc.
- Proficiency with Microsoft Office products: Word, Excel, Power Point, Outlook.
- Strong organizational ability
- Attention to detail, while managing multiple tasks

Prepared By:	Mark Garland, HR Manager	Date:	February 15, 2021
Approved By:		Date:	Click here to enter a date.
Last Updated By:		Date/Time:	
Employee Name:		Email:	
Employee Signature:		Date:	



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Physical Requirements

General Notes:

This is primarily an office job and requires a lot of sitting at a desk, answering a phone, etc.

Tools & Equipment Used:

Typical office and computer equipment

ENDURANCE

Sitting
Standing
Walking
Change Positions?

Never	Seldom 1-5%	Occas. 6-33%	Freq. 34-66%	Continuous 67-100%	Total Hours At one time	Total Hours in a work day
				X	2	8
		X				
		X				
		X				

LIFTING AND CARRYING

1-20 lbs
21-50 lbs
51-75 lbs
>75 lbs

Never	Seldom 1-5%	Occas. 6-33%	Freq. 34-66%	Continuous 67-100%
			X	
		X		
X				

Maximum # lifted/carried without assistance 75 **Lifts/carries exceeding this weight are done with 2 people or lift device**

OTHER PHYSICAL REQUIREMENTS

Bend/Stoop
Twist
Crouch/squat
Kneel/Crawl
Walk-Level surface
Walk-Uneven surface
Climb Steps/Ladder
Work at heights
Reach at or above Shoulder
Use of Arms, Wrist
Use of Hands grasping/squeezing
Operate foot controls

Never	Seldom 1-5%	Occas. 6-33%	Freq. 34-66%	Continuous 67-100%
		X		
		X		
		X		
X				
	X			
X				
		X		
				X
			X	
X				

ENVIRONMENT: Inside 100 % of time Outside % of time
 Temperature Extremes Yes No Vibration Yes No
 Works on or around moving machinery or mechanical parts Yes No

SIGNATURES

If, at any time during my employment, I think my job requires physical exertion beyond these limits, I will notify my direct supervisor for authorization before I exceed these limits.

Employee Signature _____ Date _____

Employer Representative(s):

Print Name Title Signature Date

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