

New Dimensions Federal Credit Union
Structured Compensation - Job Description
Receptionist

Data Year: 2021

Prepared On: 09/24/2021

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|--------------------|----------------|----------------------|------------|
| Department: | Teller | Grade: | 4 |
| Reports To: | Branch Manager | Classification: | Non-Exempt |
| Supervises Direct: | 0 | Supervises Indirect: | 0 |
| Approved By: | CEO | Effective Date: | 10/01/2021 |
| | | Revised Date: | 09/23/2021 |

Role:

Greets, screens, and directs members and visitors, acting as a liaison between guests and employees. Provides miscellaneous clerical support. Maintains a professional appearance of the lobby.

Essential Functions & Responsibilities:

- E 30% Greets, receives, and screens visitors. Assesses their needs and directs them appropriately. Checks guests in according to procedure.
- E 25% Opens, date stamps, and distributes incoming mail, publications, and other correspondence. Accepts and signs for mail and special deliveries, and ensures they are delivered to the correct recipient. Posts outgoing mail and maintains postage meter. Assists with regular and special mailings. Prepares and receives inter-office mail following current schedule.
- E 15% Organizes, performs filing, and maintains general and administrative files and records.
- E 10% Prepares lobby/building for opening and closing each day following security procedures.
- E 5% Provides member access to SD boxes following procedure.
- E 5% Produces a variety of letters and reports.
- E 5% Balances and cleans coin machine daily.
- N 5% Performs other job related duties as assigned.

Performance Measurements:

1. Appropriately and professionally direct all visitors.
2. Accurately and promptly process mail and special deliveries.
3. Ensure correspondence, memorandums, reports, and other assigned communications are produced in a timely manner, are accurate and error-free, and distributed appropriately.
4. Keep files and records current and well organized.
5. Maintain a professional attitude and appearance. Provide informed and professional service and support.

Knowledge and Skills:

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| Experience | One month to twelve months of similar or related experience. |
| Education | A high school education or GED. |

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Interpersonal Skills Work involves contact with persons beyond immediate associates regarding routine matters for the purpose of giving or obtaining information which may require some discussion. Outside contacts take the form of service to the public (members or vendors), requiring ordinary courtesy in providing assistance and information.

Other Skills Pleasant with others on the job and displays a good-natured, cooperative attitude. Answers calls, uses professional language, speaks clearly and distinctly, and relays information appropriately. Multiline telephone systems

Physical Requirements While performing the duties of this job, the employee is occasionally required to sit, frequently stands and walks (including going up and down stairs), use hands and fingers, reach with hands and arms, talk and hear. The specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus.

The employee must occasionally lift and/or move up to 20 pounds.

Work Environment The noise level in the work environment is moderate.

This Job Description is not a complete statement of all duties and responsibilities comprising the position.

Printed Employee Name

Date

Employee Signature