



Front Office Manager

Summary

We are looking for a Front Office Manager to manage our reception area. You will act as the 'face' of Harwood International and ensure customers receive a heartwarming welcome, coordinate all front desk activities, including calls, conference room reservations, and guest services.

As a Front Office Manager, you should combine a pleasant personality with a dynamic professional attitude.

Ultimately, you should be able to ensure our front desk provides professional and friendly service to our customers.

Classification

Non-exempt / Salaried

Essential Functions

Job Functions

- Greet and assist customers/clients
- Schedule and confirm conference room meetings
- Manage all 7 conference rooms
- Answer multiline phone
- Help maintain office appearance
- Order office supplies as needed
- Support other admins with mailing and shipping needs
- Keep Executive kitchen stocked and cleaned
- Maintain appearance and cleanliness in all 7 conference rooms
- Support Executive team when needed

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Competencies

- Adaptability/Flexibility
- Communication
- Customer Focus
- Customer Service
- Dependability
- Decision Making/Judgment

Supervisory Responsibility

No



Work Environment

This job operates in a clerical, office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Position Type and Expected Hours of Work

This is a full-time position; typical work hours and days are Monday through Friday, 8:30 a.m. to 5:30 p.m. May be some flexibility in hours is allowed.

Required/Preferred Education & Experience

- Strong attention to detail
- Strong organization skills
- Excellent verbal and written communication skills
- Dedicated to providing outstanding customer service
- Understands the importance of making a great first impression
- Can maintain a smile in your voice throughout a busy day
- Have a fun and outgoing personality

Work Authorization/Clearance

Offers of employment are contingent upon satisfactorily passing the pre-hire background screening and will also take into account the results of any reference checks, behavioral interview results, and/or pre-hire tests or profiles.

AAP/EEO Statement

Harwood is committed to equal employment opportunity and will not discriminate against Associates or applicants in any terms and conditions of employment on the basis of any legally-recognized basis (protected classes) included but not limited to: age, race, color, religion, genetic information, sex, national origin, disability, ancestry, creed, marital status, sexual orientation, or any other protected class under federal, state or local law. This non-discrimination policy extends to all terms, conditions and privileges of employment as well as the use of all Company facilities, participation in all Company-sponsored activities, and all employment actions, such as promotions, compensation, training, benefits and termination of employment.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, schedules, work hours, responsibilities and other work activities may change at any time with or without notice.

Please send your resume to nrungruangphol@harwoodinc.com

