

INTERNAL POSTING

Job Title:	Receptionist	Job Code/Req.#:	10-11-2017
Location:	Vancouver, BC	Travel Required:	No
HR Contact:	Steve Rhodes	Position Type:	Full-time, 40 hours per week 8:30 AM – 5:00 PM
Date posted:	October 11, 2017		
Posting Expires:	October 20, 2017		
Please drop off, or email resume and cover letter to:			
stever@sanmarcanada.com		Subject Line – Vancouver Receptionist 10-11-2017	
RECEPTION JOB DESCRIPTION			
<p>The role of the Receptionist is to promptly answer the telephones in a pleasant manner and provide exceptional customer service to walk-in customers. They will be required to utilize excellent communication skills and handle themselves professionally with both internal and external customers.</p> <p>This position is 8:30 AM – 5:00 PM, Monday – Friday.</p> <p>Required Qualifications and Experience</p> <ul style="list-style-type: none"> • Previous customer service experience • Exceptional communication skills and telephone manners • Must be able to work well under pressure and in a team environment • Must be able to multi-task and possess strong organizational skills • Working knowledge of Microsoft Outlook, Word, and Excel <p>Job Duties</p> <ul style="list-style-type: none"> • Handle all situations and customer requests in a professional manner • Provide customer service in the showroom, as needed • Make sound decisions based on SanMar Canada's values • Strengthen current relationships with customers • Meet or exceed all deadlines for all projects or assignments that are required for the position • Assist at the Pick-Up Counter, processing pick-ups, returns and customer inquiries • Consistently monitor all incoming calls and forward them efficiently and accurately • Monitor and assess the call distribution and recommend any improvements • Act as a support network for the team by assisting with other office duties • Consistently exercise and promote SanMar Canada's values • All other duties as required 			