



Front Desk Receptionist Job Description

Location: Montgomery, Alabama

Job Type: Full-Time

Job Summary

The department is seeking a professional and dependable Front Desk Receptionist to serve as the first point of contact for visitors and callers. This position is responsible for providing excellent customer service, answering and routing phone calls, greeting guests, and assisting with general front office and clerical duties. The ideal candidate will have strong communication skills, a positive attitude, and the ability to multitask in a fast-paced office environment.

Responsibilities

- Answer incoming phone calls and route calls to the appropriate staff members
- Greet visitors and guests in a courteous and professional manner
- Answer the front door and assist visitors with directions or information
- Take and relay messages accurately and promptly
- Maintain a clean and organized reception area
- Assist with general clerical and administrative duties, including filing, copying, and data entry
- Receive and distribute mail and deliveries
- Provide excellent customer service to the public and office staff
- Perform other related duties as assigned

Qualifications

- High school diploma or GED required
- Previous receptionist, clerical, or customer service experience preferred
- Strong verbal and written communication skills
- Professional appearance and demeanor
- Ability to multitask and work efficiently in a busy office setting
- Basic computer skills, including Microsoft Office and email
- Strong organizational skills and attention to detail
- Dependable, punctual, and able to maintain confidentiality

How to Apply

Please send your resume to Amanda Sanford at amanda.sanford@ece.alabama.gov.