



Receptionist

Role Overview:

The Receptionist is the first point of contact for our bank—whether by phone or in person—and plays a critical role in setting the tone for the customer experience. This position ensures every guest feels welcomed and supported from the moment they walk through our doors or call our office.

About the Role:

- Greet and assist all visitors and callers with professionalism and warmth
- Answer and direct incoming calls promptly and accurately
- Answers customer questions and provides general information on banking services.
- Maintain a tidy, welcoming lobby and reception area
- Sort, distribute, and send incoming and outgoing mail
- Order and maintain office supplies and breakroom inventory, and assist the manager with evaluating costs and vendors.
- Serve as the primary contact for building vendors, maintenance requests, and some bank vendors.
- Register team members for training as needed.
- Provide general administrative support to bank staff as needed
- Performs other related duties as assigned.

About You:

- Excellent communication and interpersonal skills.
- Ability to promote a professional and positive image of the bank.
- Professional, courteous, and calm under pressure.
- Organized, detail-oriented, and proactive.
- Proficient with Microsoft Office Suite or similar software.
- Prior experience in customer service or front-desk roles preferred
- High school diploma or equivalent required.