



Receptionist

The Nora Lighting Receptionist provides front line support to all customers, vendors, Reps and miscellaneous callers. The Receptionist must work with the customer service manager and CS Team as well as HR in order to adequately provide accurate information and properly route all callers. The receptionist provides support to all dept managers to ensure all calls reach our internal recipients. Administrative duties will be provided to receptionist as needed and requested by department managers. In addition, the Receptionist is responsible for helping to coordinate conference room scheduling.

Duties and Responsibilities but not limited to:

- Provides support to the management team within the company with administrative duties.
- Provide office support to inbound callers
- Provide availability information or offer methods to contact individuals.
- Provides general knowledge of the company and helps direct callers to respective departments
- Aids in providing internal communication to individuals affected
- Communicate daily Customer Service Manager and HR
- Maintain Call Distribution list
- Act as a concierge as needed to better assist customers and callers
- Dept managers administrative support, mailers, folding forms/mailers, stuffing envelopes, highlighting, alphabetize and correlate forms, make copies, file
- Work overtime as needed
- Reception Training (All reception duties)
- Other Duties as assigned
- Add postage to all outgoing correspondence
 - Log in to Reception profile and system for proper call routing and email use
 - Review emails for conference room requests and employees OOO
 - Verify each has correct and visible destination address
- Contact the proper internal individual should law enforcement or first responders visit the facility
- Use of the phone, phone monitor, Kastle (key card) equipment and scheduling conference rooms
 - Train other CSR's, new hires and internal associates as needed
 - Notify appropriate manager regarding equipment issues or needed to allow someone in
 - Inform appropriate internal individual of conference room conflicts (if any)
- Report any visual loitering to warehouse manager/HR
- Inform CS 5 minutes prior to break/lunch
- Maintain reception supplies stock
- Continue to update Reception Guide
- Provide visitors with Visitor badge and collect visitor badges
- Properly sanitize visitor badges



- Contact warehouse manager to provide and/or stock sanitation station

Required Qualifications:

- Represent Nora Lighting in a professional and positive manner with internal/external contacts
- Office appropriate etiquette
- Maintain a high level of confidentiality
- Data entry
- Ability to liaise between departments and external contacts
- Attention to detail
- Ability to work well under pressure
- Report to work timely and consistency
- Available to work M-F 8a.m to 5 p.m with a change of schedule as needed by CS
- Proficient using Microsoft Word and Excel
- Respond to email, phone calls, VM timely
- Ability to lift, up to 45 lbs
- Ability to sit for long periods of time
- Ability to sit in front of PC screen for long period of time
- Ability to maintain and increase current communication
- Ability to work independently

Compensation:

Nora Lighting offers competitive pay and full benefits package that includes medical and dental, vision, and voluntary life/AD&D insurance coverage, and a 401(k) plan.

Nora Lighting is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex (including pregnancy), sexual orientation, gender identity, national origin, genetic information, creed, citizenship, disability, and protected veteran or marital status.