



Job Position Receptionist

EXEMPT: No

SALARY RANGE: \$11 - \$16 Hourly

SHIFT: 5 day week

REPORTS TO: Office Manager

STATUS: Regular/Full-time

HOURS: 30 to 40 per week

DEPARTMENT: Office

DATE: 2/1/2018

SUMMARY: Primary customer service representative answering all calls, greeting all visitors, processes, routes and dispatches sales and service requests; gives information to callers, receives, processes and invoices sales orders, special deliveries and service requests to appropriate departments for service by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following:

Knowledgeable and conversant on all Company products, packages, inventory status and availability, pricing, Service Policies, route schedules, draught and vending equipment.

Enthusiastically answers phone, #1 phone contact, answers customer questions directly or routes calls, messages to appropriate personnel. Enthusiastically greets customers, suppliers, visitors and ascertains nature of business and directs to appropriate person or department.

Takes orders by phone or computer and performs order entry activities to process sales orders accurately and per Company Service Policy. Inputs, stimulates, processes, prints and distributes invoices, routes specials.

Routes faxes to appropriate personnel.

Maintains office supplies in the Supply Room and as requested by Office Manager.

Orders and tracks POS orders for Sales Staff.

Sets up new Customer accounts and verifies Liquor License status.

Receives, documents and distributes all materials that come in the front door, UPS, Fed X, etc. Sorts and delivers mail to appropriate personnel in a timely manner.

Donation and Special Event coordination.

Community Room coordination.

Sample request processing.

Chain store pricing as assigned.

Maintain appropriate dress and personal appearance standards.

Knows, understands and adheres to all Company policies and procedures. Promotes and maintains goodwill in all areas.

Must know, understand and comply with all company policies and procedures and is knowledgeable of and complies with Montana laws regulating the sale and distribution of beer and wine.

Assists others and performs other duties as may be assigned by Management.

NECESSARY SKILLS AND EXPERIENCE:

Must be self motivated with the ability to work with minimal supervision.

Must be able to work well in a team environment and have good customer service and communication skills.

Microsoft Office – Word, Excel and Outlook