



# BENCHMARK BANK

## **JOB DESCRIPTION**

POSITION: Receptionist  
DEPARTMENT(S): Benchmark Bank Preston Royal location  
STATUS: Full Time  
EXEMPT STATUS: Non-Exempt  
HOURS: 8:00am-5:00pm

### **MAJOR DUTIES AND RESPONSIBILITIES:**

Receptionist will perform a variety of Frontline duties, in addition to day to day administrative and front desk Receptionist duties. Responsibilities include, but are not limited to, customer service requests as well as answering phones, ordering office supplies and greeting customers.

### Essential Functions:

- Direct and greet customers in person or by telephone, answering or referring inquiries
- Complete customer service requests including address changes, debit card support, wire verifications, online banking support, account inquiries
- Assist with daily frontline duties including opening and closing procedures
- Attend all frontline trainings
- Order all office and breakroom supplies
- Coordinate mail and deliveries for office
- Management of day to day office needs
- Complete other related duties as assigned

### Job Qualifications:

- College degree preferred or equivalent work experience
- Customer service orientation
- Ability to communicate professionally, both verbally and in writing
- Proficiency in Microsoft Office Suite including Word, Excel and Outlook
- Creative problem-solving skills
- Ability to interact successfully with both internal and external customers at all levels
- Ability to multi-task, prioritize and be flexible with changing business needs in a team environment
- Ability to work in an accurate, detail oriented and highly productive manner

All qualified applicants will receive consideration for employment without regard to race, ethnicity, gender, sexual orientation, religion, color, age, disability, veteran status, national origin, ancestry, gender identity, marital status, citizenship status, medical condition (including pregnancy), or any other characteristics as specified by the applicable laws.