

Position Title: Receptionist
Reports To: Office Manager
Work Location: Main Office

General Purpose of Job

To fulfill the administrative responsibilities of the Main Office for our customers and members, management, and company operations; and to provide excellent customer service through face-to-face and phone interaction with customers, members, employees, and vendors.

Essential Duties and Responsibilities

- Open and sort mail daily
- Assist with counting money and verifying deposits from retail stores
- Complete change orders
- Process payments received at the counter and through the mail
- Balance the vault
- Process dividend patron applications
- Reconcile paid-outs
- Process address changes
- Ensure petroleum sales and inventory are input daily
- Maintain petroleum spreadsheets
- Reconcile petroleum paperwork
- Re-print customer cards as requested by customers
- Mail monthly statements
- Evaluate, process, and issue approved donations
- Provide office support to management
- Order and maintain office supplies
- Perform opening and closing procedures at Main Office
- Act as back-up for customer payment posting
- Report fertilizer tonnage quarterly
- Sort and file financial reports as required
- Process DMV vehicle license renewals
- Verify bank deposits being sent to the bank
- Verify bank deposit slips from the bank against the deposit
- File all Cardlock, accounts payable, credit and dividend patron documents in vault
- Promptly and courteously answer incoming calls, assist caller, and transfer phone calls to the appropriate person or department
- Greet and assist customers promptly and courteously
- Provide customer service through answering questions and directing inquiries to the appropriate person or department

- Maintain a clean, organized, and safe work area at all times
- Demonstrate excellent customer service
- Demonstrate regular predictable attendance
- Perform other tasks and duties as requested by supervisor

Supervisory Responsibilities

- This position does not include supervisory duties.

Education and/or Experience

- High school diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience

Language Skills

- Ability to read and interpret documents such as safety rule, operating and maintenance instructions, and procedure manuals
- Ability to write routine reports and correspondence
- Ability to speak effectively before groups of customers or employees of the organization

Mathematical Skills

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs

Reasoning Ability

- Ability to solve practical problems and deal with a variety of concrete variable in situations where only limited standardization exists
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form

Other Skills and/or Attributes

- Thorough knowledge of Microsoft Dynamics
- Thorough knowledge of the member and non-member dividend patron programs
- Ability to be cross-trained in all administrative functions at the Main Office
- Strong cash-handling skills
- Strong attention to detail
- Accuracy
- Ability to resolve difficult problems
- Ability to demonstrate patience and restraint in challenging situations
- Ability to meet deadlines
- Ability to maintain a positive attitude

- Ability to work as part of a productive team
- Ability to prioritize tasks and use time efficiently
- Sense of urgency towards work requirements and responsibilities
- Friendliness towards customers and co-workers

Employee Acknowledgement: _____ Date: _____