

Receptionist Job Description

1. Job Brief (About the Role)

{{Company Name}} is hiring a Receptionist to be the welcoming first point of contact at our {{office / clinic / front desk}}. This role reports to the {{Office Manager / Front Office Lead}} and keeps the front desk, phones, and visitor flow running smoothly.

Three or four sentences: the team, who the role reports to, and why this position exists. Skip generic openers like "We are looking for..."

2. Responsibilities

- Greet visitors warmly, check them in, and notify the right person
- Answer and route a multi-line phone system and take messages
- Manage the appointment calendar and confirm bookings
- Receive, sort, and distribute mail and deliveries
- Keep the reception area, lobby, and meeting rooms tidy and stocked
- Issue visitor badges and follow security and sign-in procedures
- Respond to general email inquiries and provide information
- Support the office team with light administrative tasks

Eight to twelve bullets, each starting with a verb. Keep them specific to the day-to-day work, not aspirational filler.

3. Requirements & Skills

- {{X}}+ year(s) in a receptionist, front-desk, or customer-facing role
- Friendly, professional manner in person and on the phone
- Proficiency with {{Microsoft Office / Google Workspace}} and a phone system
- Strong organization and the ability to juggle interruptions
- Reliable, punctual, and presentable

List the must-haves: experience, licenses or certifications, the systems and tools used, and any physical or shift realities.

4. Nice-to-Have

- Experience with {{scheduling or EHR/booking software}}
- Bilingual ({{language}})

Two to four genuinely optional items. Keep them strictly separate from Requirements so they don't deter good applicants.

5. Compensation & Benefits

Pay range	{{Salary Range}}
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Enter a pay range from local market data — do not leave it blank. Pay transparency improves applicant quality and is now required in many states.

6. Schedule & Work Environment

- {{Full-time}}, {{front-desk hours — e.g. Mon–Fri 8a–5p}}
- On-site at {{location}}; seated at the front desk for most of the shift
- Occasional lifting of packages up to {{25}} lbs

Be honest about shifts, weekends, overtime, and the physical environment. Realistic expectations reduce early turnover.

7. How to Apply

To apply, {{application instructions — e.g., send a resume and short cover note to careers@company.com}}.

{{Company Name}} is an equal opportunity employer. We celebrate diversity and are committed to an inclusive workplace. We do not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, or any other characteristic protected by law.