

Front Office Coordinator
Location: Downtown Orlando
Non-Exempt/Full-Time

Job Description

This job description is intended primarily as an illustration of the type of work to be performed by the Front Office Coordinator. The Front Office Coordinator will be supervised and evaluated by the Office Manager.

The omission of specific duties does not exclude them if they are similar, related, or logical assignments in support of the company mission. Employees may occasionally be called upon to provide their unique talents and abilities to solve specific problems or to address specific questions outside their job description. These may be related either to their team's mission or in support of an organizational goal. As such, they may be asked to participate in various ad-hoc assignments and are expected to be flexible in their work practices and supportive of other team members.

Front Office Coordinator Duties

GREETING GUESTS/CLIENTS: The Front Office Coordinator will act as the "Front Office" point of contact for and liaison to the company when welcoming clients, subject matter experts, and employees. This position requires exemplary customer service to all individuals, both internal (staff) and external (customers/visitors); responding to all incoming inquiries promptly, including follow-up, problem-solving, and attention to detail; and acting as the primary front desk coordinator.

TELEPHONE: The Front Office Coordinator is responsible for answering, routing calls, and taking messages (or routing to a voice mail system) for the entire Orlando office, including the Florida Construction call center phone, when required. The Front Office Coordinator will maintain the "relief schedule" and coverage for the front desk by consulting with the Meeting Facilitator to fill in at the front desk for all breaks.

RECEPTION AREA/CONFERENCE ROOMS: The Front Office Coordinator is responsible for the organization and general neatness of the reception, lobby area, conference rooms, and kitchen; and reviews the Conference Room reservation calendar & Master Calendar each day to prepare for visitors. In coordination with other staff, the Front Office Coordinator sets up the meeting rooms with general supplies; tests lighting, equipment, screens, and sound; and lays out all necessary materials as requested. Additionally, the Front Office Coordinator is responsible for ensuring all scheduled meals, snacks, and refreshments are set up for meetings, clearing out each meeting room, and setting for the following meeting as appropriate.

MAIL: The Front Office Coordinator is responsible for incoming and outgoing mail. He/she will route each piece of incoming mail appropriately within the mailroom. He/she will ensure timely delivery of outgoing mail, including specialty mail such as (but not limited to) Federal Express, UPS, etc. This duty includes date stamping of those items that are to be stamped, establishing the correct date on the postage meter, noting the amount of postage remaining on the postage meter, and managing the postage machine for daily usage reports. This includes advising staff of any deliveries that may have arrived. Front Office Coordinator assists all departments with shipping out letters, mailings, and materials.

SUPPLIES: The Front Office Coordinator is responsible for inventory control as well as obtaining supplies for the office and meeting room, including but not limited to refreshments, snacks, writing utensils, kitchen supplies, etc.

ALL CLIENT MEETINGS: The Front Office Coordinator assists the Meeting Facilitator with ordering food and preparing beverages and in setting up and clearing out the meeting room and kitchen. The Front Office Coordinator will ensure the coffee is made and replenished throughout meetings. The Front Office Coordinator will assist with all requests made by meeting facilitators and provide necessary customer service to all guests (validating parking, printing boarding passes, etc.). The Front Office Coordinator will work with the Meeting Facilitator to make all travel arrangements (including hotel and transportation) and will ensure meeting spaces are laid out correctly.

SECURITY: The Front Office Coordinator is responsible for ensuring all guests sign in to the "Visitor Log" when entering the office, and all guests accessing the secure section of the office should be provided with a "Visitor Badge." The Front Office Coordinator will notify the appropriate staff when guests arrive.

CALENDARS: The Front Office Coordinator will maintain the Meeting Room calendars. The Front Office Coordinator should review the meeting calendars each day in order to prepare for visitors.

The Front Office Coordinator will prepare the Daily Employee Availability Schedule and distribute it to the company.

CONTACTS: The Front Office Coordinator maintains a current equipment repair contact list, emergency contact list, and vendor list.

The Front Office Coordinator is the primary assistant to the psychometric department but may also assist all other departments with special projects as needed.

Education and Experience Requirements:

- High School Diploma / AA preferred
- At least two years of previous office experience preferred

Minimum Work Requirements:

- Flexibility to work overtime and weekends to help with special events or projects
- Reliable
- Dependable
- Strong customer service skills
- Self-motivated, flexible, and team player
- Strong Emotional Intelligence and maturity

Other requirements:

- Comfortable interacting with high-level corporate executives, subject matter experts
- Outstanding interpersonal and telephone skills
- Positive, upbeat personality and an ability to remain calm under pressure
- Maintains a professional business image

- Ability to prioritize
- Detail-oriented
- Professional verbal and written communication skills
- Organized and performs tasks with a high degree of accuracy with minimal supervision
- Experience with Outlook, Word, Excel, and PowerPoint (Microsoft Office suite)

Benefits:

- 401(k) with a match
- Dental Insurance
- Flexible spending account
- Health insurance
- Health savings account
- Life insurance
- Paid time off
- Vision insurance
- SAMS business level membership

Schedule:

- 8-hour shift
- Monday to Friday
- Occasional overtime

COVID-19 considerations: We adhere to the CDC Guidelines.

EQUAL OPPORTUNITY EMPLOYER

Professional Testing is firmly committed to equal employment opportunity and provides for equal opportunity before and during employment with the Company for all applicants and employees regardless of race, color, religion, sex, age, national origin, political affiliation, disability, marital status, or other similar factors not job related. Professional Testing's policy of equality of opportunity applies to all levels of employment in the Company and to all job classifications. Every effort will be made to employ and retain qualified individuals with disabilities. In compliance with the Americans with Disabilities Act of July 26, 1990, Professional Testing exercises an affirmative duty to make reasonable accommodations to qualified applicants with disabilities and employees so that qualified individuals can perform the essential functions of a job.

For further information on the position please email questions to: humanresources@proftesting.com