

Front Desk Receptionist

Job Title: Front Desk Receptionist
Job Location: Cape Girardeau, MO
Report to: Billing Operations Manager

Status: Full-Time

Overview for the Position: The focus of this position is to provide exemplary customer service by answering all customer calls, handle any walk-in customers, take payments on accounts, collect and sort daily mail and package deliveries, and maintain customer records with direct access to Customer Relationship Management software.

Responsibilities and Duties:

- Provide exemplary customer service to both internal and external customers
- Update all customer interactions in our Customer Relationship Management software
- Answer incoming calls/faxes and direct to appropriate departments
- Process payments for walk-in customers
- Sort daily mail & packages
- Fold and prepare outgoing invoices
- Manage postage for outgoing mail
- Maintenance/ordering of office supplies

This is not meant to be an exhaustive list of duties and responsibilities. Positions may require additional tasks, duties, or projects as assigned.

Skills and Qualifications:

- Detail oriented with strong multi-tasking capabilities
- Process oriented
- Demonstrated competency with the Microsoft Excel, Word, and Outlook
- Excellent written and verbal communications skills
- Friendly personality; amiable Strong work ethic
- Motivated and energetic
- Ability to work independently and as a team member
- Dependable/Reliable
- High School Diploma (or GED)
- 1 year or more Customer service experience preferred

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Because Big River Communications believes in providing a safe work environment, we conduct drug and background checks in our recruiting/hiring processes. AA/EOE, M/F/D/V

To apply for this position, please send resume to address below

Human Resources

Big River Communications

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