



RECEPTIONIST (EDMONTON) Job Description

POSITION SUMMARY

The FM Systems Group Receptionist is responsible for greeting visitors and delivering exceptional customer service assistance. This individual is expected to demonstrate commitment and loyalty and perform all duties in accordance with the company's office routines and procedures, keeping in mind the overall business objectives.

KEY RESPONSIBILITIES

- Greet and welcome clients and guests
- Provide polite and professional communication
- Direct visitors to the appropriate personnel and office
- Answer, screen, and forward incoming calls for all divisions
- Ensure the reception area is tidy and presentable
- Receive, sort, and distribute daily mail/deliverables
- Perform basic bookkeeping tasks such as invoicing, and processing payments
- Provide general administrative assistance to key personnel within the FM Systems Group
- Ensure adherence to company procedures and policies
- Other clerical receptionist duties as required

CORE COMPETENCIES

- Proficiency in Microsoft 365 and Windows computing environments
- Professional attitude and appearance
- Solid written and verbal communication
- Excellent organizational skills
- Customer service attitude
- Multitasking and time-management skills, with the ability to prioritize tasks

QUALIFICATIONS

- High School Diploma or General Education Degree (GED) required
- 2-3 years of relevant experience in an office environment is preferred