

DATE POSTED: February 05, 2020
CLOSING DATE: February 11, 2020 – 5:00 P.M.

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Job Announcement

The following Full-time position is available in our organization. Interested applicants who meet the Minimum Qualification Requirements must submit an online application at <https://store.ite.net/careers/> no later than the posted closing date above.

JOB TITLE: MYOFFICE RECEPTIONIST
DEPARTMENT: MARKETING
LOCATION: GUAM
SALARY LEVEL: 3
STARTING SALARY: \$12.35 PER HOUR (negotiable based on experience)
FLSA STATUS: NON-EXEMPT
OPENINGS: 1
JOB POSTING #: #8338 / G-08-2020-01

Job Summary:

The MyOffice Receptionist will report to the MyOffice Product Manager (PM) and will assist in the day to day duties, sales and maintenance of the MyOffice Co-working space.

Essential Duties and Responsibilities:

The Employee will:

1. Know and uphold the established IT&E Mission, policies and procedures, Corporate and Department objectives, quality assurance and safety programs and standards.
2. Serves visitors by greeting, welcoming and directing them appropriately.
3. Maintains security and telecommunications system
4. Maintains security by following procedures, monitoring logbook, and issuing visitor badges
5. Assist with move-ins and move-outs; prepare and distribute member welcome packets
6. Assist with building operations and maintenance to ensure highest level of member experience
7. Manage keycard activations
8. Ensuring the building is clean and well kept
9. Ordering supplies

10. Mail and Package responsibilities as needed
11. Submit building receipts to the PM for expense reports
12. Update and create content for all MyOffice social media
13. Handle visitor requests and customer complaints, when possible; answer routine questions, and furnish information; refer those irresolvable issues to the appropriate manager to ensure that they are taken care of.
14. Coordinate, compile and prepare materials for the IT&E Management meetings.
15. Set up, maintain and supervise filing systems, ensuring confidentiality and security of all information, records and files.
16. Assist other sections as required.
17. Perform other related duties or tasks as assigned or required.

Minimum Qualification Requirements:

Education: Associate's degree from an accredited college in secretarial, business, accounting or related field, or an equivalent additional two years of secretarial experience preferred but not required

Work Experience: Three (3) years of Customer Service Experience or Secretarial experience

Licensure/Certification/Professional Association:

None Required

Special Knowledge, Skills and Abilities:

1. Knowledge of:
 - a. IT&E policies and procedures, relevant federal and Commonwealth statutes and regulations
 - b. Administrative procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology
 - c. Structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar
 - d. Basic business and management principles involved in strategic planning, resource allocation, and coordination of people and resources
 - e. Principles and concepts of team building, strategic planning and resource management
2. Skill in:
 - a. Managing human and material resources
 - b. Managing one's own time and the time of others
 - c. Preparing correspondence, written reports, statistics and analyses
 - d. Utilizing personal computer hardware and Microsoft software programs to include MS Excel, Access, MS Outlook and Word

3. Ability to:

- a. Communicate clearly, concisely and accurately with all levels of staff and customers, both verbally and in writing
- b. Input/type on the computer at a rate of 70 words per minute.
- c. Learn, maintain and advance usage skills in the job-specific aspects of various computer hardware and software
- d. Make logical and sound decisions in the resolution of difficult and complex situations
- e. Perform in a self-directed, hard-working, creative and forward-thinking manner

As an Equal Opportunity/Affirmative Action Employer, we afford equal opportunity to all applicants and employees for hire and promotion without regard to race, color, national origin, gender, age, marital status, religion, veteran status, gender identity, sexual orientation, pregnancy or disability or genetic information.

IT&E is a Drug Free Workplace