

Gosiger, Inc., one of the nation's largest machine tool distributors, is a third-generation, family owned business, founded in 1922 and headquartered in Dayton, Ohio. With over 425 employees in 12 offices Gosiger, Inc. provides sales, engineering, parts and service support services for high precision CNC machine tools including Okuma and Hardinge in thirteen states.

RECEPTIONIST

CORPORATE DIVISION • DAYTON OHIO

Under general direction, performs Corporate Receptionist functions. Priority is answering all incoming internal/external calls in a friendly and prompt manner. Incoming phone lines are answered within 3 rings and as required politely puts callers on hold to enable prompt phone response. Greets incoming external and internal customers with an emphasis in "customer satisfaction". Receives incoming mail, sorts and distributes. Delivers outgoing mail to the Post Office at the end of each day. Processes all certified mail through the Post Office. Based on business need, provides back up support to Accounting and Human Resource functions. Provides support and assistance daily to Account Payable Administrator and Group Controller. As able, supports other departments performing copying, sorting, binding, stuffing envelopes, applying labels for mass mailings, etc. while maintaining the switchboard.

Assistance and support requires the exercise and application of strict confidentiality.

Essential Responsibilities and Accountabilities:

- 1) Greets incoming external and internal customers professionally and with an emphasis of customer satisfaction. Prepares special greetings for external customer visits for lobby CRT Monitor and/or coordinates sign making through Sales Administrator or Marketing Manager.
- 2) Answers all incoming calls on an Inter-tel Axxes telephone system. System has 4 incoming lines at all times with a trunk line holding 23 additional lines.
- 3) Priority is to answer all incoming internal/external calls in a friendly prompt manner and transfers to appropriate party, or takes detailed "accurate" message and forwards to appropriate employee/ department via handwritten, email, or verbal message.
- 4) Each morning sorts, dates and distributes incoming mail into appropriate mail box.
- 5) Prepares and delivers outgoing mail to the Dayton Post Office at the end of each day.
- 6) Processes all certified mail through the Dayton Post Office and ensures all certified requests are handled in the same day.
- 7) Provides daily administrative support to Accounts Payable Administrator; alpha filing, numerical filing, data entry, stuffing envelopes, proof reading and editing, scanning, etc
- 8) Provides daily accounting support to Group Controller as tasks are learned; credit card statement, new vendor set up, lockbox entry in cash receipts, ACH/Wire entry in cash receipts, receipt of invoices, UPS Consolidated Bill, filing parts and service invoices for check run total.
- 9) Maintains phone listing and distributes when changes occur.
- 10) Supports other departments performing copying, sorting, binding, stuffing envelopes, applying labels for mass mailings, etc. while maintaining switchboard.
- 11) Assists Dayton Divisions in meeting schedule coordination and required arrangements; ordering lunch, setting up lunch in dining area, copying of materials.
- 12) Provides strict confidential support to the Chief Financial Officer, Controller and Group Controller. Administrative support includes, but is not limited to:
 - a) Setting up Files
 - b) Maintaining Files
 - c) Meeting preparation; scheduling, coordinating breakfast/lunch, collecting data, Power Point



presentations

- d) Word Processing emphasizing high quality and accuracy: letter writing, forms development
- e) Excel Spreadsheet numerical and alpha character entry emphasizing high quality and accuracy; basic development of spread-sheets and spreadsheet maintenance.
- f) Copying, sorting, printing, and faxing.
- 13) Assists in maintaining an orderly, tidy and clean kitchen. Helps keep coffee brewing in the mornings and for meetings.
- 14) Coordinates printing of documents through outside vendors. Contacts appropriate division when completed materials are delivered.
- 15) Continuously reviews current processes & procedures, and searches improvement methods to reduce waste, rework, & unnecessary work that adds no value.
- 16) Responsible for maintaining current technical, interpersonal, and communication skills through continuous development. Progressive development of skills should be cultivated through further education, seminars, company training and other external resources such as reading material.
- 17) As required and based on business need, performs other job tasks and functions within scope and ability.

Qualifications:

- 1) High School graduate
- 2) Formal education or experience in bookkeeping i.e. Accounts Payable, Data Entry, etc.
- 3) Minimum 2-years customer service and/or administrative support experience
- 4) Strong initiative and self-starter with planning and organization skills. Emphasizes teamwork in daily routine.
- 5) Strong work ethics in timeliness and attendance.
- 6) Good verbal and written communication skills, with an emphasis in customer satisfaction.
- 7) Basic software spreadsheet skills for numerical data entry and basic spreadsheet development. Word Processing skills of 40 WPM Keyboard Entry skills, a plus for Flow Charting and Power Point Presentations.
- 8) Ability to maintain confidentiality and demonstrated application of judgment required.
- 9) Professional demeanor, tact, diplomacy and ability to maintain good relationships with internal/external customer satisfaction under stressful conditions.

We offer a competitive compensation package commensurate with experience and education, and an excellent benefit package.