

RECEPTIONIST

Location: Fort Collins, CO

Position summary:

Prosci is an established research, methodology development and services company in the field of change management. Founded in 1994 and located in Fort Collins, CO, we work with Fortune 500 organizations around the world giving them the power to change more easily, more effectively and with better results.

We are hiring for an enthusiastic, full-time Receptionist. The ideal candidate will interact with our internal and external clients in-person as well as via telephone and email. The Receptionist will be the first person our visitors and employees see when they come to our office. A positive, professional demeanor and appearance are critical in this role. The successful candidate will also assist with various ad hoc projects and will be an integral part of our day to day functioning.

Responsibilities include but are not limited to:

- Interact with customers, employees and office visitors through all contact channels (phone, e-mail and face-to-face) in a friendly and helpful manner
- Answer and route incoming phone calls appropriately for each department and/or member of the leadership team
- Will route generalinquiry@prosci.com email box
- Assist with Tier 1 Prosci Portal Support
- Will provide “Out of Office” order processing coverage for customer service employees
- Assist the Office Manager
- Check and distribute incoming and outgoing faxes and mail
- Ship small parcel employee packages
- Maintain a fully functioning front desk
- Maintain our boardroom and conference rooms (Including technology setup)
- Order office supplies, breakroom and training room snacks, and maintain office supply storage area
- Order food for company meetings (may include set up and take down duties)
- Maintain existing, effective vendor relationships

Essential skills and experience include but are not limited to:

- Pleasant, friendly, empathetic and outgoing in all internal and external relationships. A positive, friendly, can-do attitude is a must!
- Must possess excellent verbal and written communication skills
- Previous experience in a customer service role
- Exceptional organizational skills

- Highly self-motivated
- Proactive communicator with client and employee requests alike
- Critical thinking/growth/improvement/service mindset
- Education: AAS Two-year office degree preferred
- Work Experience: 2 – 5 years work experience in the field preferred
- Must be proficient in MS Office programs
- Intermediate to advanced experience with multi-line telephone system

Physical demands and work environment

The physical demands and work environment described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Physical demands: While performing the duties of this job, the employee is occasionally required to stand, walk, sit, use hand to finger, handle, or feel objects, tools or controls, reach with hands and arms, climb stairs, balance, stoop, kneel, crouch or crawl, talk or hear, taste or smell. The employee must occasionally lift and/or move items within their abilities (per pre-determined testing and not to exceed 40 pounds unassisted). Specific vision abilities required by the job include close vision, depth perception, and the ability to adjust focus.

Work environment: While performing the duties of this job, the employee is exposed to weather conditions prevalent at the time. The noise level in the work environment is usually minimal.

Please email cover letter and resume to resume@prosci.com with “Receptionist Opportunity” in the subject line.