

Job Description: Front Office Coordinator

Revision Date: 2019.01

Reporting Structure: Direct to Admin Supervisor

Department: ADMIN

Direct Reports: No

POSITION PURPOSE

The Front Office Coordinator is responsible for numerous administrative tasks and functions, as well as coordinating events and supporting staff. Equally important to any other responsibility, is the expectation that the Front Office Coordinator promote a positive and encouraging attitude that encompasses the core values of Performance Services. This position is as visible of a position as any other in the organization and sets a tone for the entire company.

DUTIES, TASKS AND RESPONSIBILITIES

Planning & Scheduling

- Research, price, and direct office equipment maintenance as needed.
- Schedule office equipment maintenance when necessary.
- Set up and coordinate meetings, conferences, events, and travel.

Administrative

- Perform general duties that include but are not limited to: photocopying, faxing, mailing, filing, ordering meals, and scheduling meeting rooms.
- Meet, greet, and collaborate with customers and visitors.
- Maintain and organize hard copy and electronic filing systems.
- Sign for and distribute UPS/Fed Ex/Airborne packages.
- Create and modify documents using Microsoft Office, Excel, and additional software.
- Conduct building management, working with the Property Management company for the Performance Services location.

Staff Support

- Answer telephones and transfer to appropriate staff member.
- Support staff in assigned project based work.
- Serve as a point of contact for work related accidents.
- Assist new employees as part of the onboarding process.
- Act as the Executive Assistant to the President.

BEHAVIORAL COMPETENCIES

Core Competencies

- **Integrity** – Act with integrity; truthfulness, fairness and honesty.
- **Continuous Learning** – Is a continuous learner focused on constant improvement; embraces new technologies.
- **Exceed Expectations** – Work hard to exceed customer expectations.
- **Compassion** – Conduct oneself as a steward-of PSI, supporting its growth & ability to help those in need.
- **Accountability** – Take responsibility for one's actions and decisions.

Position-specific Competencies



- **Pace and Variety of Activities** -- Each day different from the next; especially in personal interactions. Fast-paced environment with multiple projects going simultaneously.
- **Focus** -- Very socially-focused; requires "how can I help you?" attitude. Lots of attention spent on building and maintaining relationships, especially where helping, not pressuring, others fosters the relationship.
- **Decision-Making** -- Adherence to established guidelines and procedures is important.
- **Delegation and Leadership Style** -- Team environment: leader must be willing to jump in and roll up his/her sleeves to help out when necessary. Need someone who leads by example.
- **Communication** – Collaborates in a way that is goal oriented, yet motivates and engages others in an enthusiastic way. Puts emphasis on building rapport and relationships with individuals and groups in a professional, positive, and poised communication style. Supports and promotes the culture of Performance Services.
- **Commitment** – Focuses on making and keeping commitment. Interested in the both personal development and the development of Performance Services.
- **Attention to Detail** – Completes very precise work with a strong attention to detail. Strong focus on facts, established procedure, and proven process.
- **Initiative** – Works at a steady and even pace without regular and direct supervision. Self-directed, motivated. Stays well organized and is able to multitask.

WORKING CONDITIONS

- Office functions will primarily be performed at PSI's main business office.

MINIMUM QUALIFICATIONS

Education/Experience

- Basic reading, writing, and arithmetic skills are required.
- Knowledge and experience with Microsoft Office and Excel is required.
- Professional verbal and written skills are required.
- Ability to type 50 wpm is required.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee is occasionally required to sit; climb or balance; and stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

This job description in no way states or implies that these are the only activities to be performed by the individual occupying this position. While this job description is intended to be an accurate reflection of the job requirements, management reserves the right to modify, add or remove duties and assign other duties as necessary.