

*Wilson-McShane Corporation*

**Fund Administrators  
Front Desk Receptionist  
Bloomington, MN**

Essential Duties and Responsibilities include the following. Other duties may be assigned:

- Answers high volumes of incoming telephone calls, determines purpose of callers, and forwards calls to appropriate personnel or queue.
- Answers questions about the Company and provide callers and/or guests with address, directions, and other information.
- Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- Performs clerical duties such as preparing mailings, data entry and collating.
- Maintains a clean reception area by complying with company standards.
- Contributes to team effort by accomplishing related results as needed.

To perform the job successfully, an individual should demonstrate the following competencies:

- Customer Service- Responds promptly to customers needs; Responds to requests for service and assistance; Manages difficult or escalated calls professionally.
- Oral Communication- Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.
- Professionalism- Approaches others in a tactful manner; Reacts well under pressure; Accepts responsibilities for own actions; Follows through on commitments; Team Player.
- Quality- Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.
- Quantity- Meets productivity standards.
- Attendance/Punctuality- Is consistently at work and on time; Ensures work responsibilities are covered when absent.
- Adaptability- Adapts to changes in the work environment; Able to deal with frequent change, delays, or unexpected events; Ability to prioritize and multi-task multiple projects.

Qualifications:

- 3 year minimum related experience and/or training.
- Multiline phone system experience and excellent verbal and written skills.
- Familiar with Taft Hartley Funds
- Experience with Microsoft office:
  - Excel
  - Word
  - Outlook