

Wilson-McShane Corporation
Front Desk Receptionist
Kansas City, MO

Wilson-McShane Corporation, a Third Party Administrator for Taft-Hartley Benefit Funds, is seeking a full-time (8-5, M-F) Receptionist.

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

- Answers high volumes of incoming telephone calls (multiline telephone system), determines purpose of callers, and forwards calls to appropriate personnel or department.
- Answers questions about the Organization and provide callers and/or visitors with address, directions, and other information.
- Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel.
- Performs clerical duties such as preparing mailings, data entry and collating.
- Sort and route mail.

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 emotional customer situations.
- 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; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality; Takes pride in his/her own work.
- Quantity- Meets productivity standards.
- Dependability- Follows instructions, responds to management direction; Keeps commitments; Takes responsibility for own actions.
- 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 duties.

Qualifications:

- 2 years minimum related experience and/or training.