



Position: Receptionist – Full Time
Location: Queenstown, MD
Posting Date: July 23, 2020

General Summary

The receptionist will be responsible for answering incoming calls, directing calls to appropriate associates, and assisting with the flow of internal correspondence. This position also provides general office support with a variety of clerical activities and related tasks.

Primary Duties and Responsibilities

- Ensures that phone calls are directed to the appropriate associate or department in a professional and timely manner. Will transfer a caller to an associate's voice mailbox when the associate is unavailable.
- Greets customers as soon as they arrive and directs/ connects the customer to the appropriate associate/department
- Takes and retrieves messages for personnel as needed.
- Notifies Departments of all incoming mail and deliveries.
- Assists with a variety of administrative tasks across the organization to include scanning support for Credit and Loan Servicing.

Knowledge, Skills and Education

- Excellent phone and communication skills.
- Exceptional customer service skills and a positive attitude.
- Technical capacity as it relates to the phone console and features.
- Proficient computer skills; including, Microsoft Office Suite.
- Ability to multitask and prioritize.
- High School Diploma or equivalent.
- One year of administrative experience.

Physical Requirements

- Ability to actively engage in necessary communications with both internal and external customers.
- Manual dexterity for the functional operation of office equipment such as computers, calculators, etc.
- Mobility sufficient to perform activities required of the position.

Please email resume or completed application to HR@queenstownbank.com.

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