

A CORPORATE RECEPTIONIST FOR A LARGE BUSINESS

A corporate receptionist usually works for a corporation or large business, such as a bank, insurance company, or pharmaceutical company. The role of a corporate receptionist varies considerably from the role of a receptionist at a hospital or dental office. Generally, a receptionist in a corporate setting is responsible for scheduling meetings, answering and directing phone calls, and receiving the mail. Not much education beyond high school is required to become a corporate receptionist.

The primary responsibility of a receptionist is greeting people who enter the office. When a visitor enters a corporate office, the receptionist is usually the first person he sees. It is the responsibility of the corporate receptionist to find out the visitor's identity and purpose for being in the office.

She may have him sign in at the front desk and inform an executive or other employee of the visitor's arrival. Depending on the size of the office, it may be the receptionist's job to print name tags or other identification for a visitor to a building. If the visitor is unwanted, such as a salesperson or solicitor, it is the responsibility of the receptionist to get him to leave.

Answering telephones is another key duty of a receptionist. She has the responsibility of taking messages from callers if the person they wish to speak with is unavailable as well as the responsibility of making sure the messages are delivered. If an angry customer or client calls, a corporate receptionist needs to be able to communicate with the person in a calm manner. In some cases, it is the role of the receptionist to prevent unwanted calls from reaching an executive or other employee.

In some offices, the receptionist may be in charge of receiving and sorting the mail. She may need to sign for packages or certified mail that is delivered. Some corporate receptionists may open the mail of their bosses or may simply place it in a box.

If a conference room or meeting area is available, it may be the duty of the receptionist to schedule meetings in it. She may keep a calendar on her desk that other employees can look at if they want to sign out the room. The receptionist may also be responsible for scheduling meetings for executives or other staff, either with clients or other staff members.

Usually, a high school diploma is required to become a receptionist. Some people may receive additional training after high school. Receptionists with more training or a college degree may be able to advance to other jobs.

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