

## Receptionist

Sahouri Insurance & Financial is a privately-held insurance agency headquartered in the heart of Tyson's Corner. As an all-lines insurance broker, Sahouri Insurance has been serving domestic and international communities with success since 1970. We offer a wide range of insurance products and risk management services, including: Embassies & Diplomatic Missions, Commercial, Life and Disability, Employee Benefits and Private Clients.

Given that the agency is client-focused, customer experience is at the top of its priorities. Sahouri's most valued asset is its people. Finding the right people is vital to providing a great customer service experience. Our human capital is our competitive advantage; it is what truly separates us from what the competition views as the industry standard for customer service. As the 2015 recipients of the GOLD Stevie Award for Best in Customer Service, our standards for providing the best customer experience are extremely high. We work hard and we have a great time doing it. If you would like to join the Washington Business Journal's "Best Place to Work," apply today.

## Responsibilities:

- Answer, screen and forward calls on a multi-line phone system while providing basic information when needed.
- Serve visitors by greeting, welcoming, directing and announcing them appropriately.
- Manage daily mail/fax/deliveries/couriers.
- Maintain security by following procedures and controlling access via the reception desk.
- Update appointment calendars and schedule meetings/appointments.
- Perform clerical receptionist duties such as filing, photocopying, organizing, faxing, etc.
- Make travel and meeting arrangements.
- Assist in client follow-up and paperwork.
- Provide exceptional customer service to clients and carriers.
- Ensure a clean and tidy host area, kitchen and office in general.
- Manage office supplies.
- Assist with the setup, serve and cleanup of luncheons in the office.
- Lead and assist with office events and functions such as; holiday party, happy hours, client events, employee activities, etc.
- Work at the direction of others on tasks and projects for internal and external meetings and events.



- Research, work with and manage relationships with vendors and third parties.
- Perform administrative duties for the agency and executive management.
- Assist with various projects and assignments as needed to support the team and office.

### **Desired Skills and Experience:**

- 2+ years of administrative assistant experience in an office environment.
- 2+ years of customer service experience.
- Previous experience in managing a multi-line phone system.
- Proven working experience in a front office handling receptionist responsibility.
- Professional appearance.
- Solid communication skills, both written and verbal.
- Ability to be resourceful and proactive in dealing with issues that may arise.
- Ability to multitask, prioritize and work under pressure.
- Ability to work independently and collaboratively.
- Strong organizational skills with attention to detail.
- Forward looking thinker who actively seeks opportunities and proposes solutions.
- Excellent interpersonal skills both in person and by phone, with high professionalism.
- High school degree.
- Proficient in Microsoft Office (Outlook, Word, Excel, and Power Point), Adobe Acrobat, and basic Social Media web platforms.

