

Receptionist / Administrative Assistant

This position description is intended to serve as a living document and may be revised as appropriate.

Job Purpose / Duties

The Receptionist/Administrative Assistant serves as the first point of contact for visitors and callers, providing professional, courteous, and efficient service. This role also supports day-to-day administrative functions and assists various departments as needed.

Qualification Requirements

Education and Experience

- High school diploma or equivalent required; associate degree preferred.
- Minimum of 1–2 years of receptionist or administrative experience.
- Proficient in Microsoft Office Suite (Word, Excel, Outlook, PowerPoint).
- Excellent verbal and written communication skills.
- Strong organizational skills and attention to detail.
- Ability to handle multiple tasks in a fast-paced environment.
- Professional appearance and demeanor.

Reception Duties

- Greet and assist visitors in a professional and friendly manner.
- Answer, screen, and route incoming phone calls.
- Maintain a clean, organized, and welcoming reception area.
- Handle incoming and outgoing mail, deliveries, and courier services.
- Monitor and maintain visitor logs, badges, and building access as needed.
- Perform other duties and special projects as assigned.

Administrative Duties

- Provide administrative support to shareholder relation department and management.
- Prepare correspondence, reports, and other documents as requested.
- Assist with meetings and coordinate conference room bookings.
- Assist with filing, scanning, copying, and maintaining office records.
- Support onboarding of new employees with setup and orientation materials.
- Manage office supplies and place orders when needed.
- Assist with event coordination, travel arrangements, and other logistics.
- Perform other duties and special projects as assigned.

Shareholder Communication & Support

- Respond to shareholder inquiries via phone, email, or in person promptly and professionally.
- Maintain accurate records of shareholder contacts, communications, and preferences.
- Prepare and distribute shareholder notices, newsletters, and other communications.
- Address shareholder concerns and escalate issues to management as needed.

Corporate Governance & Reporting

- Assist with the preparation and distribution of annual reports, proxy statements, and other regulatory filings.
- Maintain and update shareholder records, including ownership changes and dividend information.
- Coordinate shareholder meetings, including logistics, materials, and minutes.

Event Coordination

- Organize and coordinate shareholder meetings, special events, and other engagement activities.
- Assist in preparing presentations and informational materials for shareholders.
- Support virtual or in-person events, ensuring professional representation of the company.

Administrative Duties

- Maintain confidential files and records in compliance with corporate policies.
- Assist with general office administration and support other departments as needed.
- Prepare reports and summaries for management regarding shareholder engagement.

Work Environment and Physical Demands

- This position operates in an office environment. Standard office equipment such as computers, copiers, scanners, and phones will be routinely utilized.
- The position is generally sedentary; however, some filing and organizational tasks may require lifting up to 25 pounds, bending, standing, and other physical activity.
- May require travel for shareholder meetings or events.
- Regular interaction with management, shareholders, and external stakeholders.
- This position may require intermittent travel, including travel by small plane.

Equal Opportunity Statement

The company is an Equal Opportunity Employer and does not discriminate based on race, color, religion, gender, national origin, age, disability, or any other protected status.