

Receptionist

ROLE OVERVIEW

The Receptionist serves as the first point of contact for clients, visitors, and callers, playing a key role in creating a welcoming, professional, and organized experience at CAI. This position supports the day-to-day operations of the agency by managing front-office responsibilities and providing administrative support across departments.

Receptionists are expected to take ownership of their responsibilities, communicate clearly, and represent CAI with professionalism and care. This role offers broad exposure to the agency's operations and provides a strong foundation for future growth and development within the organization.

CORE RESPONSIBILITIES

- Answer and direct incoming phone calls promptly, professionally, and accurately.
- Greet clients and visitors in a welcoming manner and manage front-office traffic.
- Control office entry access and ensure visitors are directed appropriately.
- Receive, distribute, and prepare outgoing mail, deliveries, and packages.
- Print, prepare, and assemble materials for client deliveries, proposals, welcome packets, and internal meetings.
- Maintain and update the agency calendar, conference room scheduling, and meeting logistics.
- Monitor and respond to website inquiries and service requests, routing them to the appropriate teams.
- Order and maintain office supplies to ensure adequate inventory and organization.
- Assist with internal agency projects and provide general clerical support to various departments.
- Maintain the appearance, organization, and professionalism of the front office, conference rooms, and common areas.
- Support overall office efficiency by identifying opportunities to improve organization and communication.
- Perform additional duties and projects as assigned.

SKILLS & QUALIFICATIONS

- Professional, courteous, and dependable with a strong customer-service mindset.
- Clear communicator with strong verbal and written communication skills.

- Detail-oriented with the ability to stay organized and manage multiple tasks.
- Comfortable using computers and office technology; able to learn new systems quickly.
- Ability to work respectfully and collaboratively with team members, clients, and guests.
- Maintains a calm, positive, and professional demeanor in a fast-paced environment.

REQUIREMENTS

- High school diploma required.
- Prior office or administrative experience preferred.

CAI CULTURE & EXPECTATIONS

At CAI, how we show up matters. Receptionists are expected to act with integrity, accountability, and professionalism while creating a positive first impression for clients and colleagues. This role requires a service-oriented mindset, attention to detail, openness to feedback, and a commitment to providing clarity, confidence, and support to those we serve.