

**Title**

**Receptionist**  
**H.W. Houston Construction, LLC**

**Classification**

Non-Exempt

**Reports to**

Various

**Date**

August 2024

**Job Description**

Summary/Objective: A Receptionist serves as the face of H.W. Houston and provides exceptional customer service to walk-in/phone customers, guests, vendors, subcontractors, and employees.

This position will report to a General Manager (GM) and may have duties and responsibilities across multiple groups within the organization.

**Essential Functions**

*Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

A Receptionist is responsible for a variety of tasks regarding customer relations, documenting, organizing, and communications. The Receptionist performs various tasks to support and assist the project teams to ensure a successful construction process.

- Demonstrate understanding and alignment with H.W. Houston safety procedures and incorporate these into the projects and department routines, as appropriate.
- Handle general office operations and administrative tasks for assigned office(s).
  - Perform front-desk duties to include answering phones, welcoming visitors, collecting waiver release signatures, distributing mail, accepting applications, and maintaining office common spaces.
  - Handle administrative duties, to include ordering office supplies, maintaining office equipment, running project or office-related errands, arranging catering service as needed, and assisting with office or project other duties as requested. Perform light housekeeping duties as needed.
  - Build and sustain relationships with supply vendors and community partners.
  - Identify opportunities to engage in the community.
  - Plan, schedule, and promote office events.
  - Coordinate appointments, meetings, and business travel for GM/CE. Prepare agendas and take and publish notes as appropriate.
  - Partner with property management and facilities management teams to fulfill office facility needs.
  - Confirm receipt and coordinate compliance of project insurance.

- Maintain project hard files. Create, gather, and file all electronic, digital, and hard copy originals for record keeping.
- Secure contractor licenses and apply for tax-exempt certificates.
- Maintain and distribute an active directory of employees and corresponding job sites.
- Develop and respond to communications on social media platforms.
- Support time-sensitive bid day activities and remain available to continuously monitor activities.
- Coordinate communication between the job site and main office. Obtain and distribute/post safety announcements and training schedules at the job site. Prepare job sites and project teams for senior leader visits.
- Schedule meetings and manage meeting spaces as requested.
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- Actively seek career and professional growth. Set performance and learning goals during performance reviews. Actively seek additional development, as appropriate. Demonstrate a willingness to receive and apply coaching and feedback.
- Represent the H.W. Houston brand, ethics, and value on the jobsite. Model desired professionalism, conduct, and behaviors. Serve as an example of safety on the job. Foster collaboration and teamwork. Take initiative and responsibility for work quality.

### **Competencies**

- Communication – Written and Verbal
- Time Management
- Planning / Organizing
- Attention to Detail
- Adaptability / Agility
- Professionalism
- Follow Plans, Schedules, and Directions
- Collaboration / Teamwork
- Interpersonal Skills
- Initiative
- Dependability / Reliability

### **Knowledge and Skill Requirements**

- Meeting coordination skills
- Information and digital literacy skills
- Strong knowledge of Microsoft Office Suite (Word, Excel, Outlook)
- Skilled at receiving, understanding, and carrying out assignments to follow the planned workflow sequence with minimal supervision
- Skilled at applying critical thinking to solve problems encountered in the workplace
- Skilled to use a computer or other office equipment and related applications to input, store, and retrieve information
- Strong knowledge of electronic and hardcopy document management filing
- Skilled at capturing or maintaining information in written electronic format

### **Supervisory Responsibility**

None

### **Work Environment**

This job operates described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to speak, hear, use eye/hand coordination, use manual dexterity, and use personal office equipment. The employee frequently is required to stand; sit; walk; stoop; crouch; use motor skills; lift or carry up to 10 lbs.; and reach with hands and arms. The employee is occasionally required to lift or carry up to 50 lbs., push up to 50 lbs., climb stairs, balance, or kneel. The employee must occasionally be able to work alone. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

**Position Type/Expected Hours of Work**

Full time. Work may necessitate a flexible schedule and/or extended hours when needed.

**Travel**

Travel is not required for this position.

**Required Education and Experience**

- High school diploma or equivalent
- Valid Driver's License

**Preferred Education and Experience**

- Spanish Bilingual
- Previous office experience, preferably in construction
- Notary Public certification or ability to achieve certification
- Experience with Prolog or other construction management software
- Experience with Bluebeam or Adobe software

**AAP/EEO Statement**

H.W. Houston is an equal opportunity employer.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.