



POSITION DESCRIPTION

Department:	Administration	Department Manager:	Administration Manager
Job Title:	Receptionist	Reports To:	Administration Manager
Classification:	Non-exempt	Effective Date:	7/1/2026

POSITION SUMMARY

Receptionist is responsible for handling front office reception and assigned administration duties, including greeting guests, answering phones, setting up meetings, reserving conference rooms, distributing mail, and other assigned administrative responsibilities. Working Hours are from 8:00 AM to 5:00 PM onsite Monday through Friday.

ESSENTIAL DUTIES & RESPONSIBILITIES

To perform the job successfully, the individual must be able to execute each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Please note job duties, responsibilities, and activities may change at any time, with or without notice, to accommodate business needs.

- Answer and route phone calls, provide callers with basic information, retrieve and route voicemails in the general mailbox
- Greet visitors warmly and ensure visitors are comfortable
- Ensure the reception area and open/shared office spaces are all tidy
- Assist with facilities and/or maintenance requests
- Coordinate the issuance of temporary visitor badges, monitor visitor sign-in, and provide parking validations
- Coordinate mail flow and parcel deliveries in and out of the office (postal and FedEx)
- Order, accept, and route office supply deliveries, services, and repair personnel
- Routinely order, accept, route and restock kitchen and ancillary office supplies as needed
- Assist with general administrative tasks for the Association and backup support for events as needed (*e.g.*, Board meetings, Pilot New Hire orientation, Captain Upgrade events, etc.)
- Assist and backup for travel as needed
- Coordinate and manage fleet vehicles including reservations, maintenance, etc.
- Assist with facility and maintenance needs as needed, including but not limited to, maintenance requests, inventory tracking, shipping items to pilots, and submitting access card requests and security clearance forms to building management
- Other job duties as defined and assigned

EDUCATION & QUALIFICATIONS

- High School Diploma (or equivalent) and two (2) plus years' experience in customer service or related field
- Working knowledge of the Microsoft Suite (i.e. Word, Excel, Outlook) with emphasis on Teams
- Experience with automated phone systems
- Experience in professional office environment and exhibit professional demeanor in the working environment
- Strong and clear communication skills
- Ability to learn quickly in a dynamic environment

PHYSICAL DEMAND & WORK EFFORTS

- Keying / typing, sitting, standing, and walking
- Ability to lift up to 25 pounds
- Ability to travel, including but not limited to driving, to/from various locations including conferences, trainings, and/or attendance at SWAPA events
- Potential standing for long periods of time in support of Union-related activities such as picketing
- Constant mental and/or visual attention; the work is either repetitive or diversified requiring constant alertness in an office environment
- Compliance with company attendance standards

Employee Name

Date

Manager Name

Date