Greeter

Job Description

Department: Customer Service (CSR)
Location: Front Lobby
Reports to: CSR Manager
Interfaces with: Customers/Employees

Who we are

LaGwana is a creative services company based on Christian principles. As such, we aim to grow and empower our employees, serve our local community, and fairly serve our customers.

Job Role Summary

The Greeter is the first person customers or visitors will meet when entering the building. The Greeter is responsible for directing foot traffic. They will maintain a friendly and welcoming atmosphere in the front lobby. They will handle order pick ups and payments. Once jobs are finished they will contact customers to facilitate pick up or delivery, as well as tear down and file the job tickets.

Key Responsibilities/Tasks

- Tears down and files completed job tickets
- Handles various situations with ease
- Processes payments
- Contacts customers when orders are completed
- Maintains merchandise inventory
- Organizes storage of completed orders
- Keeps lobby tidy
- Maintains coffee counter & popcorn machine
- Helps customers with Classifieds
- Assist customers at Photo Kiosk
- Keeps break room tidy and well stocked
- Answers phones
- Uses ClickUp and Printers Plan to look up jobs when necessary
- Represents LaGwana culture to customers

Personal Skills/Qualities

- Customer service oriented
- Detail-oriented
- Handles interruptions well
- Thorough
- Friendly and approachable demeanor
- Good memory
- Active listener

Technical Skills/Knowledge

- Computer proficiency
- Excellent phone and customer service etiquette

Work Environment

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to effectively communicate through speaking, listening, and typing. The employee frequently is required to stand and walk as well as lift up to twenty pounds.

The main duties of this job are performed in an office setting. Overtime may be required on occasion.