



Receptionist/Office Services Assistant (Exempt)

About Holt Lunsford Commercial

Founded in 1993, Holt Lunsford Commercial (HLC) is a values-based, customer-focused, full-service third-party commercial real estate company. We are a fast-growing real estate provider in Dallas, Fort Worth, and Houston. We oversee 97+ million square feet for both private and institutional owners.

IMMEDIATE IMPACT. MEANINGFUL CAREER.

At Holt Lunsford Commercial, we know our success begins and ends with our people. We work hard to attract and retain the best and brightest talent. From day one, you will be an integral member of our high-caliber, collaborative team. We will empower you to apply your energy, expertise, and creativity to meet our client's needs while instilling you with the unsurpassed market knowledge and development opportunities to succeed. When you join Holt Lunsford Commercial, you won't simply start a new job - you will build a meaningful and impactful career.

Job Description

Primary duties will include answering incoming calls, directing callers to the appropriate personnel, greeting guests, making sure office equipment is in good working order, open and distribute mail and deliveries, processing invoices ordering/stocking supplies to ensure that the office runs smoothly. In addition, this position will perform other clerical and administrative duties as directed.

Skills/Behaviors

Must be proficient with Microsoft Office 365 (Outlook, Word, Excel), Adobe and various types of office equipment

Must be able to manage difficult or emotional customer situations; respond promptly to customer and employee needs and requests for service and assistance

Possess effective problem-solving skills.

Possess positive and strong oral and written communication.

Must follow policies and procedures, complete administrative tasks correctly and on time, support organization's goals and values and be able to multitask with ability to prioritize and meet deadlines

Must be at work on a regular consistent basis, be on time and ensure work responsibilities are covered when absent

Must have a professional appearance, customer service minded, friendly, courteous, self-starter and work independently

Ability to provide a professional representation of self and company

Major Areas of Responsibility

Welcome on-site visitors, determine nature of business, and announce visitors to appropriate personnel

Answer incoming telephone calls, determine purpose of callers, and forward calls to appropriate personnel

Retrieve messages from voicemail and answering service and forward to appropriate personnel

Take and deliver messages or transfers calls to voicemail when appropriate personnel are unavailable

Answer questions about organization and provide callers with addresses, directions, and other information

Receive, sort and distribute mail and deliveries in a timely manner

Maintain office equipment and assist users in operating the equipment

Maintain front desk relief schedule and train front desk relief on telephone system, as appropriate

Oversee office supply rooms and maintain inventory.

Keep breakrooms stocked.

Maintain conference rooms before and after meetings.

Arrange and coordinate travel schedules and reservations, as needed.



Coordinate courier service, as needed

Assist with outgoing mail according to destination and type of delivery

Maintain inventory and order all printed materials, including stationary, envelopes, etc.

Coordinate orders and repairs with appropriate vendors, including coffee, beverage dispensers, etc.

Maintain and update after-hours call list with answering service

Coordinate FedEx on-line access, monitor daily incoming and outgoing packages and review process invoices

Submit workorders to building management, as requested.

Log incoming checks into system and deliver to accounts receivable

Perform other clerical duties, as needed, such as filing and photocopying

Other duties as assigned.