



## Receptionist, Front Desk

Do you want to join a team that values Service, Collaboration and Excellence?

Do you want to work with an organization that is committed to serving its customers and community by providing clean, reliable, and affordable energy to Long Island and the Rockaways?

Is being part of a value-driven organization important to you?

**If yes, please check us out!**

### Who We Are

We are a team of motivated, engaged, and exceptionally talented self-starters, willing to roll up our sleeves and do what is necessary to get the job done. If you are interested in joining this dynamic team and have a passion to learn, develop, and want your experience to make an immediate impact, please apply.

To find out more about us, please visit our website: [www.lipower.org](http://www.lipower.org)

### What We Offer

We offer an environment of continuous development and growth with a thriving company culture, exceptional colleagues, and exceptional benefits. Our benefit package includes:

- ❖ Hybrid work options available and flexible hours
- ❖ Excellent health insurance
- ❖ No employee cost for dental and vision insurance
- ❖ Paid holidays and generous paid time off
- ❖ Professional development opportunities
- ❖ Educational assistance opportunities
- ❖ Multiple retirement plan options with company contribution
- ❖ Short-term and long-term disability coverage
- ❖ Flexible spending account with company contribution
- ❖ Life Insurance
- ❖ 529 College Savings Program
- ❖ \$300 Wellness Reimbursement

#### LIPA's Corporate Values

**Service:** Our work is service. Everything we do is for the benefit of our customers.

**Collaboration:** Operate as one LIPA team. Everyone is included.

**Excellence:** One plan, with relentless implementation. Clear performance goals.

## What You'll Do At LIPA

The Receptionist, Front Desk assists in fulfilling LIPA's purpose of clean, reliable, and affordable electric service for our customers on Long Island and the Rockaways by serving as the first point of contact for visitors and callers and effectively managing the front desk to ensure a professional and customer-focused experience for all visitors to LIPA headquarters.

This role will manage the front desk and LIPA lobby to ensure an organized, efficient and responsive operation, including greeting and assisting visitors, answering telephone calls, managing mail, and providing basic administrative support, as necessary.

## Essential Job Functions

- ❖ Greet guests and visitors to the LIPA headquarters front desk in a professional and customer-focused manner.
- ❖ Receive visitors, determine their needs and direct them accordingly.
- ❖ Answer, screen and forward telephone calls.
- ❖ Receive and relay messages on behalf of callers and visitors.
- ❖ Provide basic information to visitors and callers and escalate issues when necessary.
- ❖ Receive, sort, distribute and send out mail, packages and deliveries.
- ❖ Maintain a professional, clean and organized front desk and lobby area.
- ❖ Perform light administrative and staff support duties (e.g., filing, typing, copying, scanning, etc.)
- ❖ Schedule meetings, update calendars, and reserve conference rooms.
- ❖ Maintain contact lists.
- ❖ Handle sensitive information in a confidential manner.
- ❖ Partner with LIPA Security to ensure the front desk and lobby area remain safe and any potential safety concerns are promptly addressed.
- ❖ Work with LIPA Facilities team to ensure any front desk and lobby related facilities issues are addressed timely.
- ❖ Perform other duties as assigned.

## What We Need

- ❖ Good speaking and listening skills
- ❖ Professional demeanor with exceptional customer service skills
- ❖ Strong attention to detail
- ❖ Organizational and planning skills
- ❖ Interpersonal skills
- ❖ Time management skills
- ❖ Ability to multi-task, prioritize and meet deadlines
- ❖ Ability to maintain confidentiality of information
- ❖ Ability to work independently and collaboratively with others
- ❖ Skilled in exercising good judgement
- ❖ Experience with Microsoft Office and computer programs such as Microsoft Word, Excel, and Outlook

## Education & Experience Required

- ❖ High School Diploma or equivalent

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- ❖ Two (2) years of receptionist or administrative experience in a professional environment

### **Preferred Qualifications**

- ❖ Some college

### **Salary Range**

- ❖ \$44,100 - \$53,900

### **How You Can Apply:**

- ❖ Interested parties should submit their cover letter and resume to Gary Martens, Director, Human Resources and Administration, at [Receptionist@lipower.org](mailto:Receptionist@lipower.org)

LIPA is an equal opportunity employer.

All people with disabilities are encouraged to apply.

If you require a reasonable accommodation in completing this application, interviewing, completing any pre-employment testing, or otherwise participating in the employee selection process, please direct your inquiries to Gary Martens, Director, Human Resources and Administration.

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