



Front Desk Receptionist Job Description

Company Description

Located in DeKalb, IL, Wehrl Custom Fabrication is a small but rapidly growing family owned and operated company specializing in the manufacture of high-performance diesel truck components and custom metal fabrication. Our continuing growth provides the right candidate an opportunity to build professional expertise. At WCFab, we are team playing individuals that take great pride in our reputation for providing the highest quality fabricated parts MADE IN THE USA.

In addition to Metal Fabrication, we have a top-of-the-line CNC Machining Department, Powder Coating Shop, and Performance Shop, which handles the installation of our product as well as general maintenance and repair on light duty trucks. To aid in the expansion of our product line and manufacturing capabilities, we relocated to a newly constructed state of the art, climate controlled, 112,000 sq. ft. facility as of January 2022.

Position Summary

This position is a part of our Administrative Department along with being an integral resource for the the owner of the company. This role will perform vital clerical and office tasks as well as assist the other administrative staff. This position reports directly to the Office Manager.

We are seeking a friendly, enthusiastic and reliable addition to our team. This position is the only front desk support for the company and therefore will be the first impression upon all guests and customers. We are looking for a person with excellent verbal communication skills with a penchant for customer interaction that can handle multiple tasks at a time.

The information in this position description is intended to convey information about the key responsibilities and requirements of the position. It is not an exhaustive list of the skills, efforts, duties, responsibilities or working conditions associated with the opportunity. Responsibilities are subject to change.



Key Roles and Responsibilities

- Answer phones and greet customers in a timely, friendly and professional manner; take and relay messages to other staff members
- Maintain a professional reception and showroom area
- Complete walk-in order intake with customers, obtaining all pertinent information and transfer to appropriate person as escalation is necessary
- Accurately manage cash drawer and reconcile charges for the day
- Responsible for opening and closing front door everyday
- Additional clerical duties ie: scheduling, inter-office communication, filing, mail processing and managing multiple email addresses, process will-call orders
- Subject matter expert on products and processes
- Misc. tasks and/or projects as directed by Manager

Requires Skills

- Ability to handle high call volume with professionalism and couterousness while navigating phone system features with ease
- Excellent interpersonal and customer service skills
- Proven attention to detail
- Strong time management and organizational skills
- Great communication skills
- Working computer knowledge including Microsoft Suite
- Experience with NetSuite a plus

Qualifications

- High School Diploma or GED

Job Type: Full time, Monday to Friday 8:30am – 5:00pm

Pay Scale: \$16.00 - \$18.00 per hour based on experience

Benefits: 401K with 3% Match, Profit Sharing, Paid Vacation, Paid Holidays, Paid Personal Days, Health/Dental/Life Insurance with Employee Coverage, Employee Discount, Company Outings and Events, Company Apparel

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