

Front Office Coordinator (FOC) PERFORMANCE PROFILES/JOB DESCRIPTION

Reports To: General Manager and/or Owner

The Front Office Coordinator (FOC) is generally the first contact that any person visiting an Express office has and, in most cases, is the foundation upon which the person's overall impression of Express is based. It is the FOC's responsibility to answer telephones, greet visitors, administer employment forms, administer skills evaluations, monitor the office's appearance, and participate in achieving the overall goals of the office.

1. Create a positive first impression for all in-person, telephone, and electronic inquiries.

- Welcome all applicants and visitors promptly with a warm greeting.
- Answer all telephone calls by the third ring. All contacts with office should be handled in a professional and courteous manner.
- Determine callers' needs and answer their questions, resolve issues, or route calls as necessary.
- Document 100% of Inquiry Calls in the automated system.
- Review and respond to all online applications daily.
- Document applications and related contact information in the Express automated system in an accurate and timely fashion.
- Maintain the front office, lobby and testing stations in a clean and orderly fashion
- Prepare and ensure the cookie and beverage station is always fully stocked and clean at the beginning and ending of each day.

2. Manage applicant flow and assist with recruiting efforts.

- Review applicants for possible fit with open Job Orders and coordinate setting up interviews with Employment Specialists.
- Maintain a ratio of scheduled interviews to interviews completed as close to 100% as possible, ensuring applicants are interviewed and processed efficiently.
- Administer skills evaluations and review for completion, providing instruction and encouragement.
- Assist with recruiting efforts.

3. Handle office administration on an as-needed basis.

- Enter applicant data from employment applications into the automated system.
- Type correspondence, prepare mailings, and update mailing/internal phone lists as needed.
- File active and inactive applications, associate paperwork, and other documents.
- Maintain confidentiality of all processed documents.
- Collect time cards for payroll.
- Distribute Associate pay checks and/or money cards
- Print checks ?
- Support office team as needed.
- Maintain clean and orderly office, break rooms, and common areas at all times.
- Ensure adequacy of all office supplies and forms.
- Perform other related duties as necessary and assigned.

4. Assist with inside sales efforts as needed.

- Make appointment setting and Most Placeable Candidate (MPC) calls as directed.
- Convert 100% of local Employment Verification Calls into sales or recruiting calls.

5. Conduct business in accordance with Express Guidelines and applicable Federal/State Legal Guidelines.

- Work in accordance of the Express system.
- Develop a thorough knowledge of the staffing and placement services offered by Express.
- Maintain an understanding of various employment-related documents and materials.

Supervisory Responsibility

- No supervisory responsibility.

Working Conditions and Physical Requirements

- Primary activities are conducted within a well-lit, climate-controlled office.
- Ability to sit for extended periods and maintain the normal range of body motion.
- Must be able to work effectively under stress.
- Must maintain a flexible schedule between the hours of 7:___am and 6:___pm Monday-Friday