



865 Greenview Drive· Grand Prairie· Texas· 75050· Ph: 972.336.0336· Fx: 972.623.0055· www.afltexas.com

Company

AFL (Analytical Food Laboratories, Inc.) is an A2LA accredited, ISO certified, nationally recognized third party food, water, cosmetic, dietary supplement and pharmaceutical testing laboratory located in the Dallas-Ft Worth area (Grand Prairie), Texas. Founded in 1992, AFL brings specialized services to a wide variety of industries including food, beverage, water, pharmaceutical, dietary supplements and personal care products. We work with manufacturers, private label businesses, hospitality, catalog and food service companies, as well as support in-house capabilities, providing full service laboratory testing services.

Starting with one employee, our grass roots philosophy has led to steady growth for 25 years. Our attention to detail and highly recognized customer service is articulated by our clients. Envision life without corporate 'red tape'. Exceed your expectations by maintaining an upbeat attitude, desire for growth, and reflect the company strategies, values and dedication. The opportunity is NOW to join our team of highly trained personnel as AFL rebuilds and rebrands.

Position Description -

The **Receptionist** contributes to the success of our Company by being the first impression of the organization to clients, vendors and regulatory personnel. Provides general office support with a variety of clerical activities and related tasks. The receptionist will be responsible for answering incoming calls, directing calls to appropriate associates, mail distribution, flow of correspondence, requisition of and stocking supplies, as well as additional clerical duties. Manages a multi-line phone system. Answers inquiries and obtains information from public, clients, visitors, and other interested parties for success of organization. Coordinates with courier service to schedule and organize client pick-ups. Duties will also include filing, scanning, mailing, dispatching, assisting with impromptu projects while maintaining a clean and efficient office.

Responsibilities

- Answer all incoming telephone calls, screen and forward calls. Transfers callers to an associate's voice mailbox when the associate is unavailable. Takes messages as necessary
- Provides callers with information such as company address, directions to the company location, company fax numbers, company website and other related information
- Receive, sort, distribute and prepare incoming/outgoing mail, messages and courier deliveries
- Perform administrative support tasks such as proofreading, transcribing handwritten information, type memos, copy, keep extension list updated, deliver incoming faxes
- Transmit information or documents to clients, using computer, mail, or facsimile machine
- Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations
- File and maintain records, daily. Box up files at the end of the year and send to storage
- Maintain client pickup schedule: coordinate with courier service to schedule and organize client pick-ups and drop-offs daily
- Coordinates the pick-up and delivery of express mail services (FedEx, UPS, etc.)
- Maintain office supplies and general use supplies by controlling inventory, placing orders, receiving, stocking and distribution of supplies
- Monitor and maintain office equipment. Schedule service and repairs as needed
- Perform duties such as general housekeeping for common areas, breakroom, bathroom, lobby or any client associated areas. Responsible for maintaining clean and safe reception area always
- Responsible for creating, distributing and updating all internal company notifications to staff
- Maintain company's event calendars and creates notifications to all staff
- Assist in prepare meeting room for clients, events, social functions. Coordinate meetings and organize catering. Run quick company errands, as needed
- Ensure knowledge of staff movements in/out of company
- May also assume some security guard access control functions. This involves verifying employee identification, issuing visitor pass, and observing and reporting unusual or suspicious persons or activities
- Perform other ad-hoc administration duties and reporting as assigned by Management



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Each employee of AFL must fully understand and follow all facility, laboratory safety and good laboratory practices. Each employee is responsible for safety and therefore, responsible to report safety concerns to their immediate supervisor or manager and take action if necessary.

Skills and Experience

High School Diploma or Equivalent

- 1-2 years of practical, directly-relevant receptionist / secretarial experience preferred
- Proficiency with Microsoft Office Suite (Word, Excel, etc.), email and internet
- Strong attention to detail
- Excellent communication skills required
- Ideal candidate must be comfortable and effective in working in a team environment
- Ability to problem solve and bring solutions
- Bilingual a plus

Characteristics / Key Attributes

- Attention to detail and ability to maintain high level of accuracy
- Ability to maintain client confidentiality
- Delivery of timely and accurate information, and work to deadlines skills
- Must be an ethical, honest person
- Professional personal presentation, timely and reliable
- Organizing and planning skills
- “Customer first” mentality and strong interpersonal skills
- Ability to take care of the clients' needs while following company procedures
- Ability to be calm, courteous and professional regardless of clients' behavior
- Objective, organized and results oriented
- Adapt to frequent changes in workload and multi-tasking – doing several things all at the same time if needed
- Effective listening skills and communicates articulately at all levels and throughout an organization
- Possess team building/development and cross-functional/departmental relationships
- Detail oriented and willing to follow a task through to its completion
- Authorization to work in the United States indefinitely without restriction or sponsorship

PHYSICAL REQUIREMENTS:

- Mostly sedentary, with computer and telephone use
- Physical activity is required to accomplish customary office/clerical tasks such as copying, filing, mailing (bending, standing, reaching)
- Light lifting (<40 lbs.) may be required for records and/or supplies

Analytical Food Laboratories, Inc. (AFL) provides a professional working environment and a competitive benefits package that includes comprehensive medical coverage, life and disability insurance, 401(k) with company match, paid holidays and vacation, personal days, and dental and vision options.

For confidential consideration, send your resume including salary history/requirements to: careers@afltexas.com

To learn more about our company, please visit our website at www.afltexas.com