

FRONT OFFICE COORDINATOR

Title: Front Office Coordinator

Rate: \$18.50 - \$19.00 Hourly

Status: Full-Time, Non-Exempt

Schedule: Monday – Friday, Standard Business Hours (occasional overtime or weekend coordination as needed)

Location: On-site: Orlando Office

ABOUT PROFESSIONAL TESTING

Professional Testing is a psychometric consulting firm headquartered in Orlando, Florida. We specialize in developing, administering, and managing licensure and certification exam programs across various industries. Our services also include program audits, accreditation support, policy development, governance, and ethics management.

JOB DESCRIPTION

The Company is seeking a Front Desk Coordinator who will greet guests, answer all department phone lines, receive and send mail, coordinate internal meetings, handle the administrative activities described below, and perform other tasks as requested. As the company's primary face, this role requires maintaining a highly polished, professional appearance and demeanor at all times. The individual must be proactive, have a strong work ethic, operate with discretion (zero gossip), and excel with minimal supervision. Must be able to work under the direction of the manager to meet assignment needs, including office events and activities. As an active, self-driven professional, the Front Office Coordinator is expected to take ownership of administrative backlogs, maintain immaculate office spaces, and proactively assist the Office Manager and other staff with recurring operational tasks. We value resourcefulness, mindfulness, attention to detail, and strong collaboration.

GREETING GUESTS/CLIENTS: The Front Office Coordinator will serve as the “Front Office” point of contact and liaison to the company when welcoming clients, subject matter experts, and employees. This position requires exemplary customer service for all individuals, both internal (staff) and external (customers/visitors); timely responses to all incoming inquiries, including follow-up, problem-solving, and attention to detail; and acting as the primary front desk coordinator.

TELEPHONE: The Front Office Coordinator answers calls, routes calls, and takes messages (or routes them to a voicemail system) for the entire office.

RECEPTION AREA/CONFERENCE ROOMS: The Front Office Coordinator is responsible for the organization and general neatness of the reception, lobby area, and conference rooms, and reviews the Conference Room reservation calendar and Master Calendar each day to prepare for visitors.

SUPPLIES: The Front Office Coordinator obtains office and meeting-room supplies, including but not limited to refreshments, snacks, writing utensils, and kitchen supplies. They also serve as the Office Manager's primary backup for inventory management, including retrieving necessary office supplies from off-site or secondary storage as needed.

ALL CLIENT MEETINGS: In coordination with other staff, the Front Office Coordinator sets up meeting rooms with general supplies; tests lighting, equipment, screens, and sound; and lays out all necessary materials as requested. This setup ensures meeting spaces are properly arranged, with power (via extension cords or live outlets) and internet connectivity available at every workstation. The Front Office Coordinator assists the Meeting Facilitator with ordering catering/food via EZ Cater. The Front Office Coordinator also ensures all scheduled meals, snacks, and refreshments are replenished throughout meetings, including continuously brewing fresh coffee. At the conclusion of all meetings, the Front Office Coordinator clears each meeting room and sets up for the next meeting, as appropriate. The Front Office Coordinator assists with all requests from meeting facilitators and provides customer service to all guests (validating parking, printing boarding passes, etc.). Lastly, the Front Office Coordinator works with the Meeting Facilitator to make all travel arrangements, including hotel and transportation.

MAIL: The Front Office Coordinator manages incoming and outgoing mail, including date-stamping mail items, setting the correct date on the postage meter, recording the remaining balance, and notifying the Office Manager for approval to refill. The Front Office Coordinator will make regular runs to the local UPS store to pick up mail and occasionally go to FedEx to drop off packages as needed. The Front Office Coordinator will be familiar with and create the appropriate labels for delivery via FedEx, UPS, and USPS upon request.

SECURITY: The Front Office Coordinator is responsible for ensuring that all guests sign the “Visitor Log” when entering the office and that all guests accessing the secure section of the office receive a “Visitor Badge”. The Front Office Coordinator will notify appropriate staff when guests arrive. All visitors, except those meeting directly with a specific employee, must remain escorted throughout their visit.

At the end of the Front Office Coordinator’s shift, ensure that all door signage is displayed and all exits are securely locked.

CALENDARS: The Front Office Coordinator manages several company calendars, including those for meeting rooms and client meetings. The Front Office Coordinator must review these calendars daily to prepare for upcoming meetings and visitors. Additionally, the Front Office Coordinator must update the daily schedule and email a status snapshot of employee availability to the entire company each morning.

TRAINING ROOMS: The Front Office Coordinator schedules training and conference rooms for staff and client meetings upon request, including AC scheduling on weekends. They must maintain accurate booking records to prevent double-booking. They should also be familiar with reserving building-provided meeting spaces, such as those at the Galleria and/or Highwoods, if extra room is needed.

OFFICE PRESENTATION: The Front Office Coordinator is responsible for decorating common areas for holidays and special company events in an aesthetically pleasing manner that reflects the company’s professional standards. Seasonal decorations should be tasteful and subtle, maintaining a clean, uncluttered workplace.

STORAGE: The Office Coordinator must be able to make occasional off-site storage runs to retrieve and store items as needed.

OTHER DUTIES

This job description is not designed to cover or contain a comprehensive listing of the activities, duties, or responsibilities required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

QUALIFICATIONS & REQUIREMENTS

Educational

- High School Diploma
- Strong customer service skills
- Minimum 1 yr. experience (2-3 preferred)

Skills

- Strong professional verbal and written communication skills
- Experience with Outlook, Word, Excel, and calendar management
- Basic setup knowledge of AV equipment, conference room presentation screens, and virtual meeting tools (Teams/Zoom)
- Familiarity with online catering platforms such as EZCater and shipping systems (FedEx, UPS, USPS)
- Outstanding interpersonal and telephone skills
- Ability to prioritize

Attributes

- Detail-oriented
- Organized and performs tasks with a high degree of accuracy with minimal supervision
- Comfortable interacting with high-level corporate executives
- Highly mature, self-directed, punctual, and discreet, with a strong work ethic and zero tolerance for office gossip
- Positive, upbeat personality and an ability to remain calm under pressure
- Maintains a professional business image
- Flexible, reliable, and a team player

Physical

- Ability to lift and carry up to 30 lbs. for supply restocking, package delivery, and meeting room furniture rearrangement

Other:

- Reliable transportation

BENEFITS:

- 401k Plan Employee Contribution & Employer Match
- Medical/Dental/Vision/Life
- Health Savings Account
- Flexible And Dependent Care Account

- PTO, Holidays, One Week Company-Paid Winter Break
- Fully Funded LinkedIn Learning Subscription
- Business Level Sam's Club or Costco Membership
- Onsite Beverages And Snacks
- Team Building Outing And Activities

Professional Testing is an Equal Opportunity Employer. This company does not discriminate because of race, color, religion, sex, age, marital status, disability, veteran status, national origin, pregnancy, genetic information, sexual orientation, gender identity, or because of any other status or condition protected by applicable federal, state, or local law.