



RICHARDSON®

Receptionist/Processor

Richardson has served the team sports market upon a foundation of authenticity, reliability, and an unmatched passion for quality since 1970. Today we are recognized as a leader in the team sports industry, delivering performance-inspired, stock and custom caps to thousands of accounts, and worn by millions of athletes around the world. While team baseball caps are our core business, we also produce headwear for the collegiate licensed and promotional markets, the golf industry, as well as private label businesses.

We are looking for an energetic, professional, detailed-orientated receptionist to join our front office team. The primary function of this position is to answer incoming phone calls and transfer to the appropriate person or department efficiently and professionally. In addition, you will be the first person our visitors meet upon arriving at Richardson, so excellent customer service skills are imperative.

Responsibilities include, but are not limited to:

Front Desk

- Answer phone calls in a timely fashion and in a skilled and upbeat manner
- Transfer to the appropriate department or person quickly and efficiently
- Manage switchboard efficiently when putting customers on hold
- Greet visitors professionally and with a smile
- Keep the front desk area professional and clean

Processing

- Process blank headwear orders from our website
- Assist with other inventory control tasks and reporting as needed
- Outbound follow up calls to confirm credit card information
- Correspond with dealers regarding order tracking, backorders, and inventory-related questions.
- General email correspondence
- Problem resolution when necessary

Skills

- Strong attention to detail
- Strong analytical and problem-solving skills

- Confidentiality
- Communicates clearly and effectively both verbally and written
- Strong organizational skills
- Strong keyboarding skills with an excellent working knowledge of Microsoft Office Suite

Bilingual in Spanish and English preferred

This full time position offers a fun work environment, advancement opportunities, and a competitive compensation package with full benefits.

Salary: \$14.00 to start

Please send all resumes to careers@richardsonsports.com