



Receptionist/Office Assistant

Pacific Component Xchange (PCX, Inc.) is an expanding U.S.-based independent, stocking distributor of electronic components with over 110,000 line items and over 2 billion parts in stock. PCX is headquartered at our primary distribution center (a 52,000 square foot ESD-certified facility) located in Huntington Beach, CA. PCX is actively recruiting highly motivated professionals to become a part of a dynamic organization and industry. Our organization is highly recognized as a leader in quality control with several key certifications including: AS9120, IS9001-2008, ANSI ESD S20.20-2007 as well as being a member of the board of the IDEA, ERAI, and NEDA. PCX is actively recruiting highly motivated professionals to become a part of a dynamic organization and industry.

The Receptionist/Office Assistant position is accountable for managing the front desk, answering incoming calls, and carrying out general administration duties to support PCX Operations. The Receptionist reports directly to the Administration Manager. This position requires an enthusiastic person that can maintain positive energy and maintain customer focus under fast paced, high pressure situations. PCX is seeking only dependable, organized, detail oriented and enthusiastic individuals to join our team.

Core Objectives

- Screen and forward incoming calls, voicemails, faxes, and e-mails to appropriate parties. Answer 95% of all incoming calls during business hours.
- Maintain PCX core values and principles while ensuring a high level of customer satisfaction
- Distribute and handle all incoming and outgoing mail and arrange for courier service as necessary
- Greet, announce, direct and accommodate office visitors in a courteous and professional manner and truly make them feel welcome and at home
- Provide administrative support for other departments as needed
- Maintain cleanliness and organization of the reception, conference room, or common areas
- Schedule any conference room activity and prepare the room accordingly
- Responsible for managing general office supply partners and vendor relationships to ensure adherence to stated service levels
- Maintain work instructions for position
- Coordinate company events and/or activities
- Coordinate domestic and international travel arrangements for employees
- Order and maintain inventory of office equipment and supplies.
- Coordinate facility service and repair work requests
- Follow all company-wide and departmental policies, procedures, and work instructions
- Refer any customer related issue as necessary to the Administration Manager for resolution
- Assist the accounting department in follow up of customer receivables including mailing invoices, preparing and mailing delinquent notices and letters, phone calls and other collection activities as assigned and filing.
- Assist the accounting department in various projects as assigned.

Team Objectives

- Participate in weekly 1-on-1 meetings with supervisor
- Participate in monthly Company Meetings
- Assist in maintaining departmental work instructions

Individual Objectives:

- Meet or exceed individual performance metrics of:
 - Complete all assigned data entry requirements by the end of the day or the following morning
 - Send PCX inventory to select vendors and online services daily



- Process and distribute mail x 2 a day
- Enter industry warning updates on customer and vendor accounts weekly

Successful Candidates typically have:

- Minimum 3 years of experience as a full-time receptionist or administrative assistant
- Experience answering a 20+ line telephone system
- Experience booking venues and planning company events
- Experience making travel arrangements
- Word processing and data entry, typing speed of 40+ wpm with high level of accuracy
- Strong organizational and filing skills
- Effective written, verbal, and telephone communication skills
- Ability to work in a dynamic team environment
- Ability to handle multiple tasks/priorities
- Must be energetic, results driven, proactive, and self-motivated
- Ability to manage own time effectively is a requirement for success
- Must be a team player, have a high level of integrity and a strong work ethic
- Passionate about the success and support of customers, fellow employees and company
- Some experience in an electronics manufacturing or distribution facility a plus
- Experience with Microsoft Word, Excel, Outlook