

POSITION: Front Desk Representative

POSITION SUMMARY:

Front Desk Representative undertakes all receptionist and clerical duties at the desk of our main entrance, has a friendly and easygoing personality while also is very perceptive and disciplined. A customer-oriented approach is essential to make guests and visitors feel comfortable and valued while on our premises or on the phone.

DUTIES:

The Front Desk Representative is under the direct supervision of the COO and shall be responsible for the following:

- Keep front desk tidy and presentable with all necessary material (pens, forms, paper etc.)
- Greet and welcome guests
- Answer questions and address complaints
- Answer all incoming calls and redirect them or keep messages
- Receive letters, packages etc. and distribute them
- Prepare outgoing mail by drafting correspondence, securing parcels etc.
- Check, sort, and forward emails
- Monitor office supplies and place orders when necessary
- Keep updated records and files
- Take up other duties as assigned (travel arrangements, schedules etc.)

KNOWLEDGE, SKILLS AND ABILITIES:

- Familiarity with office machines (e.g. fax, printer etc.)
- Knowledge of office management and basic bookkeeping
- Proficient in English (oral and written)
- Excellent knowledge of MS Office (especially Excel and Word)
- Strong communication and people skills
- Good organizational and multi-tasking abilities
- Problem-solving skills
- Customer service orientation

MINIMUM ENTRY REQUIREMENTS:

High school diploma and two years' experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above