

Front Desk Officer / Receptionist

Responsibilities

- 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.
- 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.
- Monitor office expenses and costs.
- Take up other duties as assigned (travel arrangements, schedules etc.)

Requirements and skills

- Proven experience as front desk representative, agent or relevant position
- 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
- At least a Ordinary National School diploma; additional qualifications will be a plus