

**JOB PROFILE
RECEPTIONIST**

Job Title: Receptionist
Accountable to: Branch Manager

Main Purpose of Role:

Reporting to the Administration Manager the post holder will be responsible for the smooth daily operation of the reception, switchboard, and entrance / exit security gates to site. Working within a team environment they will also need to deliver outstanding customer service to both internal and external customers, ensuring speedy and accurate reception / switchboard services are maintained and ensure visitors to the site are recorded. Provide general administration support to Service Department, Administration Team, and Branch Manager.

Areas of responsibility will be to:

- Answering incoming telephone calls in a timely and professional manner.
- Meeting and greeting customers, suppliers, and contractors.
- Ensure all visitors are allowed appropriate access to the site, security procedures are upheld, and records maintained, and individual staff are informed about their visitors. To ensure the meeting rooms are prepared for any meetings scheduled.
- Opening, distribution and franking of external post for all departments.
- General administration and secretarial duties.
- Update and communicate the staff directory to all areas of the business in a timely and accurate manner.
- Any other ad hoc duties commensurate with the level of this post, which will be discussed with the applicant.

Candidates should be able to demonstrate: -

- Proven administrative skills.
- Excellent communication skills – with the ability to build good relationships internally and externally to a high level.
- Computer literate.
- Flexible approach to working hours.
- Able to work on own initiative.
- Excellent customer service skills.
- Multitasking and prioritizing.
- Organization skills.
- Attention to detail.