

# Receptionist

## Job Description

### The Role

You will be the face and voice of Causeway and 100% focused on delighting customers. You will be talking to and meeting with our customers and our people, looking to provide outstanding help and support.

The areas of responsibility for the Receptionist include:

- Reception duties
- Office Administration

### Skills, Experience and Qualifications

#### Essential Skills

- Previous experience of a similar role with high expectations of customer experience
- Degree level, diploma or equivalent education preferred.
- Computer literate with good MS Office skills

#### Desirable Skills

- Previous experience of using different telephone systems
- Previous experience of office management

#### Competencies

- You'll be enthusiastic and hard working, with a flexible can-do attitude and be inspired by providing outstanding help and support to our customers and our employees.
- You will want to be part of something special and contribute to the success of the team.
- You will be articulate, with excellent interpersonal and communication skills, a warm and friendly telephone manner and the ability to build rapport fast.
- You will have excellent organisational skills to successfully plan and co-ordinate a high number of activities, with excellent time management and prioritisation skills.
- You will be bright, positive, self-motivated and quick to learn.

- You will be confident in providing fast resolution to queries and requests, whilst remaining calm and objective under pressure.
- The ability to work independently and make decisions without the need to refer to others
- You will demonstrate confidentiality and sensitivity in all matters
- Excellent attention to detail will be essential for accurate and well-written communications.
- Tenacious, highly energised, passionate and committed, determined to achieve amazing results and make an impact, delivering to high standards and delighting customers

## Your Responsibilities

### Reception duties

- Answer all incoming calls, ensuring a quick response and correct transfer to the connection, announcing callers accurately.
- Greet everyone who is using the office, ensuring that they feel welcome and are looked after.
- Organise visitor parking and manage the reservation system.
- Provide an excellent visitor and employee experience to everyone using the Causeway office.
- Arrange taxis / transport when required ensuring that an efficient service is provided.
- Notify employees on arrival of visitors to ensure an efficient and positive experience.
- Maintain the reception area and office environment, ensuring that it is kept clean, tidy and well presented for all users at all times.
- Speak positively and enthusiastically about the company and its products and services to ensure that a professional company and brand image is provided at all times.

### Office Administration

- Arrange and co-ordinate meeting room bookings as requested together with associated tasks such as lunches and refreshments.
- Provide office admin support including ordering general office supplies from approved suppliers within agreed rates, photocopying, binding, taking messages and corresponding via email.
- Assist with resolving queries with visitors, deliveries, requests from Executives etc to ensure the smooth running of the office.
- Assist with health and safety requirements such as fire bell testing and fire drills etc.
- Responsible for directing all incoming post and deliveries, signing for parcels, being responsible for courier collections and franking and preparing outgoing post for collection.
- Assist the Office Facilities Manager in maintaining an excellent working environment for everyone using the office.