

Concierge/Receptionist

Employees in this job will assist with guest needs and requests to ensure a positive guest experience by staffing the front desk, answering the phone, greeting incoming guests and checking them into the facility.

Education and Experience Required: High school diploma or equivalent required, college degree preferred. One-year experience in a public contact position required. Must demonstrate ability to establish and maintain effective working relationships with guests and associates.

Experience, Skills and Knowledge: Must have knowledge of administrative and clerical procedures. Must have knowledge of computers and relevant software applications. Must have knowledge of customer service principles and practices. Must have keyboard and word processing skills. Excellent verbal and written communication skills in English are required. Proficiency in additional languages are preferred. Professional personal presentation required. Should possess excellent organizational skills. Attention to detail, ability to take initiative and multi-task required.

Job Tasks and Responsibilities:

- answer telephone, screen and direct calls
- take and relay messages
- provide information to visitors and callers
- greet persons entering facility
- direct persons to correct destination
- deal with queries from the public and customers
- general administrative and clerical support
- prepare letters and documents
- receive and sort mail and deliveries
- tidy and maintain the reception area