

Job Description

Position/Title:	Front Desk Assistant/ Associate	Department: Central Administration
Job duties :	<ul style="list-style-type: none"> • Greet and welcome guests as soon as they arrive at the office and answer any questions visitors have • Direct visitors to the appropriate person and office • Answer, screen and forward incoming phone calls • Maintains the phone directory • Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures) • Provide basic and accurate information in-person and via phone/email • Keep detailed and accurate records of visitor requests and of calls received • Receive, sort and distribute daily mail/ courier deliveries • Support the Travel Desk team as per requirement • Perform ad-hoc administrative duties 	
Education :	Graduate	
Experience :	Proven work experience of at least 3 years as a receptionist / Front Office Representative/similar role	
Skills/ Capabilities required:	<ul style="list-style-type: none"> • Customer service attitude • Excellent written and verbal communication skills • Multitasking and time-management skills, with the ability to prioritize tasks • Ability to be resourceful and proactive when issues arise • Punctual 	
Technical Skills	<ul style="list-style-type: none"> • Proficiency in Microsoft Office Suite 	