

Front Desk Representative

Job Description:

We are looking for a pleasant and friendly Front Desk Representative to join our team! As a Front Desk Representative, you will be responsible for different receptionist and clerical duties at our office.

As the front-line-employee, your role will be extremely important for improving customer experience and satisfaction. Your goal should always be to make our guests feel comfortable and satisfied while in our office.

Roles And Responsibilities:

- Keep front desk clean, tidy and supplied with all the necessary supplies
- Greet, communicate with and welcome guests
- Answer all the customers' questions and address their complaints
- Answer all incoming calls, redirect them when needed
- Receive letters, packages and send them to appropriate destination
- Prepare and manage outgoing mail
- Check, sort and forward emails
- Monitor office supplies
- Make supply orders when needed
- Monitor and update records and files
- Monitor and log office expenses and costs

Skills And Qualifications:

- 0-1 year of experience as Front Desk Representative or similar role
- Hands on experience with office machines (for example computer, fax, printer etc.)
- In-depth knowledge of office management and bookkeeping
- Excellent knowledge of MS Office (especially Excel and Word)
- Sense of ownership and pride in your performance and its impact on company's success
- Critical thinker and problem-solving skills
- Team player
- Good time-management skills
- Great interpersonal and communication skills



- Customer-oriented mindset
- Graduate degree in any stream