**Receptionist job description**

**Job brief**

The Receptionist, reporting to the Vice President of Human Resources, will be responsible for answering incoming calls, directing calls to appropriate staff, mail distribution and providing additional clerical support. The Receptionist is the first point of contact for the entire organization, which requires a positive attitude and polished, professional appearance. This position will multi task a variety of front office activities.

**Responsibilities**

 Answers incoming calls, within three rings, positively, and warmly.

 Accurately directs caller to the appropriate people courteously and professionally.

 Returns to calls placed on hold every 45 seconds, giving the caller the opportunity to continue holding or to leave a message.

 Answers inquiries as needed or directs the inquiry to the person best able to answer.

 Takes and delivers accurate phone messages, with call back numbers, area codes, and names legibly written, and promptly relays messages via email to the proper person.

 Takes accurate contact information for families inquiring about admission to school including parent name, student name and incoming year, mailing address, email address, phone number, how they heard about school, and promptly populates the pipeline and notifies admissions.

 Assemble and maintain an inventory of admissions folders.

 Keeps office and faculty supplies in stock.

 Mail admissions information to families within 24 hours of their initial request.

 Greets incoming clients and visitors in a friendly and positive way, offering to take coats of visiting families. Quickly notifies the person being visited or conducting tours.

 Maintains a neat and tidy reception area, replenishing marketing material, replacing magazines as received, clearing up any clutter on an ongoing basis, and maintains a professional, comfortable general office atmosphere.

 Offers coffee or other refreshments to visitors who are waiting to visit school staff.

 Maintains and updates the Welcome Board to keep announcements current.

**Requirements**

• Minimum in ‘A’ level or Diploma in any discipline.

• Minimum 2 years relevant experience in a similar role preferably in Marine/Oil & Gas Industry

• Possess good understanding and knowledge in document control and management

• Pleasant personalities, mature, with good written and verbal communication and interpersonal

skills

• Able to work fast under pressure

• Professional, mature with an attention to detail is preferred

• Abilities to multi-task and work independently

• Proficient in MS Word, Excel and Power point applications is highly preferred.