

Receptionist

We are now looking for a **Junior Receptionist/ Receptionist** to join our busy lettings company
You will be working with the Senior Receptionist/Office Supervisor.

Hours of work:

Working 5 days a week over a 6 day period

Monday – Friday 10am - 6pm

Saturday – 11 – 5pm, with one day off during the week to compensate.

*Part-Time is possible – minimum hrs 23hrs p/w to 28hrs across 5 days.

Key duties and responsibilities of our Receptionist:

- An excellent communicator in both verbal and written English.
- Greeting a high number of visitors on arrival at the office, around 200 plus at peak times.
- Enquire about reason for visit to pass on to the relevant letting's agent or direct to the correct person or department, via a few communication mediums.
- Informing the relevant Lettings Agents their clients have arrived; or departments.
- Respond to a high number of varied calls around 100 plus, taking messages, returning missed calls using different technology platforms for communication.
- Allocating all Walk-In clients to relevant Letting Agents, in line with department processes.
- Assist with answering basic questions and directing them where to find relevant information.
- Some minimal administration duties; check in/out admin, key issue or returns payments, receipts; directing clients to front of house admin for all other administration and/or check in processes.
- Checking the company general inbox, forwarding emails to the relevant people or department and acknowledging the client emails.
- Dealing with daily reference requests for previous tenants, respond in line with GDPR before responding, general information queries.
- Monitor the reception area, client's arrivals/waiting times keeping them inform of the progress of their reason for visiting us; chasing relevant people and departments.
- Point out the self-service tea/coffee and stations; maintain cleanliness of reception.
- Supporting with ideas and improvements for the front of house area.
- Deal and keep track of the many deliveries coming in to the office.
- Help with the ordering of office supplies.
- Be able to stay longer hours during the busy seasons.

Skills and experience required to become our Receptionist:

- Require minimal direction and supervision.
- Have 2-4 years established previous experience in a high-paced, high-volume environment such as a medium or large busy office, serviced office, hotel or restaurant establishment.
- Have a strong and confident manner, be able to prioritise well and work under pressure.
- Have strong organisational and time management skills working within restrictive timeframes.
- Deal with complex situations easily, think outside the box, with multitasking being essential.

If you feel that you have the skills and experience required to become our **Receptionist**, please click '**apply**' now – we would love to hear from you.

Please note; if successful, you must be available to start in the role immediately; there unfortunately is no flexibility with this.