

Job Des

Receptionist

Job Description

Job Title:	Receptionist
Department/Location:	Office-based in
Reports to:	<<job title e.g. C
Staff Responsibilities: N/A	
Hours of work:	e.g. 9.00 am to
Salary Range:	<<insert salary
Summary of Position: To present a professional and courteous im quickly and direct calls to their destination w such a way as to positively affect the custom	

Primary Responsibilities

To answer and direct a high volume of calls agreed standards.	rt and distribute incoming mail in a timely
To receive and relay verbal and written mes ensure effective communication within the C Accurately log information on calls received.	oing mail is sent in a timely manner.
Meet, greet and direct visitors to the office.	ve documents within an established filing open new files as necessary.
Check and maintain supplies of office station ordering as necessary.	documents using appropriate office as required.

Personal Specification

		Desirable
Qualifications & Training	Educated to GCS	
Experience	At least one year' experience. Prev a multi-line teleph	Previous experience of using [NAME TYPE] of telephone switchboard
Qualities and Attitude	Well-organised, g problem-solving a	Proactive
Product Knowledge	<<state type of pr	<<state type of product knowledge>>

Competencies (see Interview Guidance N

Strong organisational skills	ving approach
Good interpersonal skills	
Clear, effective communicator, on the phone and in person	ervice focus

Prepared by

Name:	<<insert name>>	signature>>	Date:	<<insert date>>
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Title and/or Department:

<<insert title / d

Note: This job description is not exhaustive and may change to meet the changing needs of the business. The post-holder should be consulted and reach agreement on any changes.

ic review. It may be amended to meet the needs of the business. We would aim to participate in this process and we would aim to

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