

Job Description

Job Title: Receptionist

Job Purpose: To provide support and administrative assistance to customers, Customer Relations Manager, and backup to the Group Assistant with objective of assisting the Centre to realize its business goals.

Responsibilities

- Provide administrative, business centre, travel, support and tourism information for customers and delegates
- Ensure that all administration equipment and stock to assist clients is working and available
- Produce and put up venue signage and schedule air conditioner according to events. Ensure that newspapers and magazines are received and displayed for clients reading
- Ensure that the foyer and registration desk is neat and clean at all times and that the business centre is neat and operational, and that the foyer is stocked with ICC & CSIR promotional material, and that relevant tourism material is available and displayed
- Provide administrative and backup support for the Reservations Office in the case of the Front Office not being available
- Provide backup support for Group Assistant when away: answer switchboard, give staff numbers to staff chef, food station signage
- Report any front garden or building facade maintenance problems to the Facilities Manager
- Assist with Customer services requirements
- Ensure that the procedure and processes for Reception are implemented and working effectively