



JOB DESCRIPTION

RECEPTIONIST

Responsible to: Director of Operations

Key Functions:

To provide a comprehensive, efficient, confidential and professional reception service.

To deal with customer enquiries in a responsive and professional manner.

To provide some administrative support to all other departments.

Main Duties:

1. To provide the first point of contact and customer support to visitors and telephone callers, dealing with enquiries courteously and efficiently.
2. To be able to redirect calls accurately and in professional manner.
3. To maintain an efficient and effective reception area, ensuring adequate supplies of literature, and that it provides a welcoming and attractive environment for visitors.
4. To assist with the collection, opening and distribution of incoming and outgoing mail and deliveries.
5. To ensure adequate office supplies such as confectioneries, cleaning equipment.
6. To maintain backup tapes ensuring they are changed on a daily basis.
7. To provide some administrative support to the Director of Operations.
8. To assist with data input to update and maintain the computerised filing, Holiday Planner and other systems. Full training will be provided.
9. To maintain the manual filing system and office library.
10. To process stationery orders, stock take and distribute all stationery.
11. To maintain confidentiality at all times.
12. To carry out any other duties which may be required from time to time.

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