

Receptionist

Job Title	Receptionist	Department	Administration
Reporting To	Administrative Officer	Document Use	Recruitment, Appraisal, Training

Role Purpose

To serve as the first point of contact for visitors, callers and general enquiries while ensuring professional front-desk operations, efficient communication flow, and courteous administrative support to the organisation.

1. Strategic Contribution

- Project a professional and welcoming image of the organisation at all times.
- Support smooth communication flow through effective call and visitor handling.
- Contribute to orderly front-office operations and basic administrative support.
- Enhance service experience for internal and external stakeholders.

2. Key Accountabilities

Key Result Area	Core Responsibilities
Front Desk Management	Manage the reception area, welcome visitors, register guests where required, and ensure a professional and orderly front-desk environment.
Telephone & Enquiry Handling	Answer, screen and route incoming calls and enquiries promptly and courteously; provide accurate information or direct requests to the relevant person or department.
Visitor Coordination	Coordinate visitor access, inform hosts of arrivals, and support meeting room or hospitality arrangements in line with security and administrative protocols.
Mail & Communication Support	Receive, log and distribute incoming mail, courier items and deliveries; assist with outgoing correspondence and communication flow as required.
Administrative Support	Provide basic clerical and administrative support such as maintaining reception records, updating contact lists and assisting with simple office coordination tasks.
Service Standards & Confidentiality	Maintain professionalism, discretion and service etiquette while handling sensitive information and representing the organisation appropriately.

3. Qualifications, Experience and Competencies

Education

- Higher School Certificate

Professional Certifications (Advantage)

- Training in front-office operations, customer service or office administration would be an advantage.

Experience

- Minimum 1-3 years of experience in reception, customer service, office support or a similar role.
- Experience in a corporate, hospitality or public-facing environment would be an advantage.

Technical Competencies

- Telephone handling and visitor management.
- Basic clerical and record-keeping skills.
- Use of Microsoft Office, email and office equipment.
- Mail handling and communication coordination.
- Basic scheduling and front-office administration.

Behavioural and Professional Competencies

- Pleasant manner and strong customer service orientation.
- Professional communication and interpersonal skills.
- Good grooming, composure and discretion.
- Reliability and ability to remain calm under pressure.
- Attention to detail and responsiveness.

4. Key Performance Indicators

Performance Area	Illustrative Measures
Front Desk Service	Professionalism and responsiveness in handling visitors and calls.
Communication Handling	Accuracy and timeliness in routing calls, messages and enquiries.
Administrative Support	Completeness of reception records and reliability of basic clerical support.
Stakeholder Experience	Positive feedback from internal and external users of front-desk services.
Compliance	Adherence to security, visitor and confidentiality procedures.

5. Additional Requirements

- Must maintain a professional appearance and courteous service presence.
- Flexibility to provide cover support during peak periods or absences.

6. Document Control

Prepared / Reviewed By	Approved By
Name: _____ Title: _____ Date: _____	Name: _____ Title: _____ Date: _____