

Receptionist

Job brief

We are looking for a receptionist to manage our front desk on a daily basis and to perform a variety of administrative and clerical tasks.

What does a Receptionist do?

As a Receptionist, you will be the first point of contact for our company. Our Receptionist's duties include offering administrative support across the organisation. You will welcome guests and greet people who visit the business. You will also coordinate front-desk activities, including distributing correspondence and redirecting phone calls. We would also be looking for you to take the lead in many of our Social Media campaigns so the ability to work with online content is a must.

To be successful as a Receptionist, you should have a pleasant personality, as this is also a customer service role. You should also be able to deal with emergencies in a timely and effective manner, while streamlining office operations. Multitasking and stress management skills are essential for this position.

Ultimately, a Receptionist's duties and responsibilities are to ensure the front desk welcomes guests positively, and executes all administrative tasks to the highest quality standards.

Responsibilities

- Greet and welcome guests as soon as they arrive at the office
- Opening and closing of building
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Update/share social media content/posts
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Order front office supplies and keep inventory of stock
- Update calendars and schedule meetings
- Arrange travel and accommodations, and prepare vouchers
- Keep updated records of office expenses and costs
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing

Requirements and skills

- Proven work experience as a Receptionist, Front Office Representative or similar role
- Proficiency in Microsoft Office Suite
- Proficiency with social media platforms a distinct advantage
- Hands-on experience with office equipment
- Professional attitude and appearance
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Excellent organisational skills
- Multitasking and time-management skills, with the ability to prioritise tasks
- Customer service attitude

Closing Date: The closing date for applications is 5:00pm on the 12/08/22. Applications can be submitted by email to elainemernagh@fit.ie and must include a CV and covering letter. The job description as presented is a guide to the work the post holder will initially be required to undertake. It may be amended from time to time to meet changing circumstances by mutual agreement. It is expected that the job description will be reviewed regularly by the post holder and his/her line manager.

DATA PROTECTION AND CONFIDENTIALITY: All staff are responsible for ensuring that any personal data which they hold is kept securely; personal information is not disclosed either orally or in writing or accidentally or otherwise to any unauthorised third party, and personal data is only used for the purpose for which it is being held.

EQUAL OPPORTUNITIES: It is the responsibility of the post holder to promote equal opportunity and recognition of diversity throughout the apprenticeship programme.

HEALTH AND SAFETY: The post holder will be required to: promote health, safety, and welfare in all aspects of the apprenticeship programme and to undertake their duties and responsibilities in full accordance with the FIT's Health & Safety Policy and Procedures and take responsible steps to safeguard their own safety and that of others with whom they work.