

**** NEW JOB**** A large IT organisation is seeking a Receptionist. Based near Liverpool Street and paying £26,000. If you are interested, please email your CV to emma.colville@questprofessional.co.uk

Job: Receptionist

Location: Liverpool Street

Salary: £26,000

ROLE:

A receptionist working for a rapidly expanding IT company located in the City of London.

The role requires the ability to work in a dynamic environment whilst maintaining a helpful and friendly manner that retains the company image of professionalism and reliability in the view of staff and customers.

All the tasks require information to be maintained at the highest levels of accuracy enabling confidence of the team in their ability to reconcile and report activities.

The successful candidate will be able to demonstrate their ability to work in a team environment and to learn quickly to adapt with a company that is changing rapidly.

The candidate will on occasion be required to handle sensitive information, and as such be able to maintain complete confidentiality.

Duties:

- Being first point of contact: meeting, greeting and welcoming business clients and staff in a professional and friendly manner to portray a professional business image;
- Answering and directing call appropriately, taking accurate messages while projecting the company's image in a courteous, efficient and helpful manner;
- Booking meeting rooms, following up meeting room requests and maintaining the meeting room calendar;
- Ordering lunches for meetings as requested, ensuring that dietary requirements are always asked for in advance, preparing refreshments;
- Setting up and connecting video conferences and conference calls etc. liaising with IT for specific requests;
- Recording and handling all incoming and outgoing couriers and distribute to the appropriate person;
- Arranging national and international couriers with the appropriate companies;
- Coordinate daily activities with building reception i.e. visitors, contractors;
- Keeping our internal spreadsheets/logs up to date i.e. couriers, travel, credit card log;

- Assist with travel and hotel bookings, visa application process, taxi bookings, organising payment for hotel stays;
- Liaising with HR, facilities, finance and legal departments;
- Assisting senior management when required (restaurant bookings, travel arrangement);
- Copying, printing, scanning, binding and other ad hoc administration duties.

Requirements:

- Customer service skills (hospitality, luxury retail background);

Social skills:

- Polite and courteous to deal with a wide range of people and situations which occur at the front desk;
- Awareness of potential cultural background of visitors and callers and how to deal with them;
- Desire to deliver the highest quality and improve the service delivered;
- Friendly, easy going and smiley;
- Team player;

Organisational skills:

- Anticipating problems/requests and having options available to resolve them;
- Capability of reacting and assessing problems calmly and resolving them or assessing and escalating them appropriately;
- Attention to detail;

Time management skills:

- Ability to prioritise tasks in a dynamic environment;

Technology skills:

- Ability to work with diverse technology (telephones, video conferencing, Wi-Fi);
- Capability to resolve simple technical problems (power, laptop leads, connecting to Wi-Fi, etc.);

Presentation:

- Smart, elegant, professional appearance and good manner.