

# Receptionist Job Description Template

## Overview of Receptionist

A receptionist is the initial point of contact for visitors and clients, responsible for creating first impressions and providing exceptional customer service. They greet guests warmly, manage incoming calls, and assist with administrative tasks. With strong communication skills and welcoming behaviour, the receptionist manages appointments to ensure smooth operations. From scheduling appointments to handling inquiries, they play a vital role in maintaining professionalism and client satisfaction.

## What Does a Receptionist Do?

Do you enjoy interacting with people with a passion for providing excellent customer service? We are seeking a dynamic and customer-oriented Receptionist to join our team and be the welcoming face of our company.

The ideal candidate will have impeccable communication skills, a positive attitude, and the ability to handle various tasks with efficiency and professionalism.

If you excel at multitasking, possess strong administrative skills, and enjoy providing exceptional customer service, we want to hear from you!

## Receptionist Responsibilities and Roles

- ❖ Welcome visitors with a warm and friendly demeanour, ensuring they sign in and receive any necessary information or assistance.
- ❖ Answer and direct incoming calls promptly and professionally, taking messages when necessary.
- ❖ Manage the reception area, ensuring it always remains tidy and presentable.
- ❖ Assist with administrative tasks, including sorting and distributing mail, scheduling appointments, and coordinating meetings.

- ❖ Maintain the inventory of office supplies by inspecting the stock to ascertain its level, estimating the supplies necessary, placing and completing orders quickly, and confirming the receipt of goods.
- ❖ Provide general administrative assistance to staff.
- ❖ Respond politely and effectively to customer, supplier, and staff questions and requests.
- ❖ Ensure compliance with security procedures by monitoring visitor logbooks and issuing visitor badges.
- ❖ Maintain confidentiality of sensitive information and uphold company policies and procedures.
- ❖ Perform other duties as assigned by management.

## Receptionist Skills and Requirements

- ❖ High school degree or its equivalent; obtaining additional office management certification is advantageous.
- ❖ Extensive experience working as a receptionist or in a related position.
- ❖ Excellent communication and interpersonal skills, with a polite and professional demeanor.
- ❖ Intense multitasking and organizing skills and a sharp attention to detail.
- ❖ Familiarity with the Microsoft Office Suite's Word, Excel, and Outlook tools.
- ❖ Capacity to respond tactfully and diplomatically in challenging situations.
- ❖ Knowledge of workplace equipment, including photocopiers, printers, and scanners.
- ❖ The ability to work both individually and as a team.
- ❖ Preferred prior hospitality or customer service experience.
- ❖ Willingness to work on weekends and occasionally in the evenings as needed.

### Pro Tip

While screening applicants and employees, deploying skill testing and competency-based valuation is crucial for a bias-free hiring process. Use Xobin to run end-to-end screening, assessment and AI-powered video interviews for this role and 1500+ other roles.