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Receptionist

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Date: 22 Nov 2023

Location: Karachi, PK

Company: Careers

Job Purpose

To assist visitors and guests and promptly answer their queries by providing clear information, guidance and directions needed; provides administrative support and on-going general assistance in the office including document collection, delivery, photocopying, handling mail, and filing ensuring performance is as per company's adopted policies and procedures.

Key Result Responsibilities

1. Handles the main reception desk by answering telephone calls, directing visitors and guests and answering their inquiries whilst relaying clear messages and information as appropriate.

2. Ensures the comfort of all visitors, guests and applicants waiting in the main reception area, provides them with refreshments and escorts them to the required office if needed.
3. Collects and promptly delivers documents, stationery and messages within the office in a timely and efficient manner.
4. Provides continuous support in maintaining safe and tidy reception area and workplace; operates office equipment in compliance with procedures.
5. Assists the HR team and other departments, if needed, in compiling, photocopying, filing and safekeeping of documents in order to optimize workflow in the respective departments.
6. Co-ordinates with courier/postal agents for collection and delivery of documents. Receives, sorts, and distributes incoming mail and courier packages to the different departments as required. Maintains a delivery log book for all postal/courier transactions.
7. Provides general non-technical information in response to queries from public.
8. Maintains a log of all outgoing calls (international connections).
9. Assists all departments by operating fax machines, preparing outgoing couriers and post packages when instructed to do so.
10. Maintains a visitor's register and/or enters appointments on an automated system if needed.
11. Executes any other tasks as assigned by the Supervisor/Manager.

Note – The role defined here is not exhaustive and duties and responsibilities in line with the job function may be added from time to time.

Qualifications (Academic, training, languages)

- High School or Diploma in any stream is acceptable.
- Demonstrates pleasant personality and positive attitude all times.
- Well-groomed and organized.
- Willing to wear Company uniform
- Age recommended: not above 30 years.
- Capable of operating office machines and computer when needed.
- Fair in English Language

Work Experience

- Experience is not a must for this role given the candidate demonstrates the required competencies.
- 1-2 years of office support experience in a similar role in any industry would be an advantage.
- Capable of comprehending and classifying documents needed for required tasks.
- Ability to understand assignments and plan tasks according to priorities and logical order.
- Demonstrates the ability to operate office machines and equipment independently.
- Cooperative team player; possesses good organizing and time management skills.
- Stays up-to-date with required information and/or changes within the company including names of departments and personnel and their offices locations.

- Multi-task oriented with high attention to details.
- Dependable, self-motivated, displays energy and enthusiasm.
- Ability to use a interpersonal relations to execute tasks and build trust in his/her performance.
- Demonstrates the ability to contribute and successfully deliver against set KPIs.

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