

## Duty Receptionist – Role Description

**A Duty Receptionist** serves as the first point of contact for visitors and clients. This role is responsible for creating a positive first impression, managing front-desk operations, handling communications, and providing administrative support to ensure smooth day-to-day functioning of the organisation. A receptionist must demonstrate professionalism, excellent communication skills, and strong organisational abilities.

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## Key Responsibilities and Tasks

### Front Desk & Customer Service

- Greet visitors/clients warmly and ensure they feel welcome.
- Answer and direct phone calls professionally.
- Respond to enquiries in person, via email, or over the phone.
- Maintain a clean, organised, and presentable reception area.
- Assist visitors by providing directions or escorting them to meeting rooms.

### Administrative Support

- Manage incoming and outgoing mail and deliveries.
- Schedule and coordinate appointments, meetings, and room bookings.
- Prepare and print documents as required.
- Support other departments with administrative tasks.
- Register and document attendance of clients

### Communication & Coordination

- Relay messages accurately and promptly to staff.
- Act as a liaison between clients, staff, and management.

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228 Mary Street, Balsall Heath, Birmingham, B12 9RJ 0121 440 5296

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- Handle customer complaints or concerns professionally and escalate when needed.
- Maintain updated contact lists and directories.

### **Security & Access Control**

- Monitor visitor sign-in/sign-out processes.
- Issue visitor badges and ensure company security procedures are followed.
- Report suspicious activity or security risks to the appropriate team.

### **Technology & Systems Use**

- Operate multi-line phone systems, scheduling software, and office equipment (printer, scanner, copier).
- Update digital calendars and meeting room systems.
- Use internal systems to record data if required.

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### **Skills & Competencies**

- Excellent verbal and written communication
- Friendly, professional, and welcoming demeanour
- Strong organisational and time-management skills
- Ability to remain calm under pressure
- Multitasking and prioritisation abilities
- Proficiency with Microsoft Office Suite (Outlook, Word, Excel)
- Reliability and attention to detail

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