



# Job Profile: Reception

## Job Description

A Receptionist/Front Desk/Admin is someone who acts as the first point of contact for employees or clients in a company. The role of a Receptionist is to create a welcoming environment for the organization, its clients, and guests.

The role of a Receptionist is to help a company present their brand in a positive and pleasant way to clients, employees, and customers.

## Identification

<b>Position</b>	Reception
<b>Department</b>	Main Office
<b>Area</b>	Main Office
<b>Salary</b>	\$15.00-\$17.50
<b>Benefits</b>	After 3 months
<b>Reports to</b>	Operations Manager

## Key Functions

- Receiving calls and emails, conducting reservations and verifying existing bookings
- Creating invoices and quotes for bookings
- Processing customer payments and billing upon check-out
- Work within Sage or accounting software
- Proven ability to handle stress and work under pressure
- Self-starter, organized, able to follow written and verbal instructions
- Meet and greet all visitors, determine their needs, and direct them to the appropriate location
- Provide administrative and clerical support to office and Human Resources team when needed
- Answer multi-line phone system, screen and route calls as appropriate
- Process mail and track packages
- Handle facilities management requests and new staff on-boarding
- Order office supplies

## Essential Requirements

- Time management skills to be able to prioritize activities, especially when there is a high volume of tasks

- Attention to detail to ensure that all company memos are free of any errors
- Positive attitude for greeting customers and clients in a friendly and warm manner upon arrival to the office or through the phone
- Communication skills to be able to communicate with internal team members or clients and understand their needs
- Strong organizational skills to keep multiple calendars organized
- Administrative skills to be able to use basic computer programs including Microsoft Office
- Flexibility to be able to move between activities and duties quickly if priorities change

## Education and Training

- 2 years experience
- Valid Class 5 Drivers License
- Security Clearance with vulnerable sector check
- Highschool diploma or higher

## Other Requirements

- Class 5 Drivers License
- Criminal Record Check with Vulnerable Sector Check
- Valid registration on all vehicles

## How to Apply

Interested applicants can email a copy of their resume and cover letter to [jobs@goldeye.org](mailto:jobs@goldeye.org). In the email, please include your name, contact information and the position being applied for.