

Receptionist

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Company: Local UK

Location: Carterton

Category: management

Company Profile

CBRE is the global leader in real estate services and leverages the industry's most powerful knowledge base to meet the commercial real estate needs of its clients worldwide. Our vision is to be the preeminent, vertically integrated, globally capable real estate service firm. Globally we employ over 70,000 employees and operate in 48 countries.

Job Role: Receptionist

Hours: Mon-Fri, 8am-5pm (potential early 2pm finish Friday)

DBS and Government Clearance needed to work on site (covered by CBRE)

Job Function:

We are recruiting a Receptionist to join the team located in Carterton. The successful candidate will be primarily responsible for the delivery of the Customer Service experience, ensuring exceptional customer interaction, leaving guests and callers with a positive, professional and lasting impression.

Role Summary:

Provide an exceptional Customer Service experience to site residents and their guests, acting as a single point of contact for all enquiries they may have.

Ensure guests are greeted & welcomed courteously and their needs are anticipated at all times.

Efficient guest registration and host notification with the ability to remember guest names and faces.

Issue passes in accordance with the laid down procedures and explain the HSE and evacuation procedures to each guest and non-resident visitors.

Ensure the reception desk is kept immaculate and tidy at all times.

Ensure that all absences from the reception desk are managed so that the desk is never left unattended during operational hours.

Completion of the daily activity spreadsheets and shift checklists to promote the running of an efficient reception service.

Book taxis and cars for staff and visitors as required from the approved site suppliers.

Administer the bookings for meeting rooms and inductions.

To be competent and confident in the use of a range of relevant IT systems.

To proactively assist guests with luggage on their arrival at the building, providing receipt tags for all items stored.

To undertake general team administration duties for the Facilities Management operation as directed.

To take ownership for the visual standards of the entire reception area and all related areas that impact on the Customer Experience.

Able to provide, general information on the local area, directions, traffic & travel updates, information on flights and travel timetables.

Contribution to and use of the Customer Service team noticeboard at all times.

Experience Required:

Strong experience of operating within a Customer Service environment

Experience in operating a resource or a hotel reservation system

Reliance and professionalism

Computer literate

Strong customer services skills and experience

Present a self- image of confidence and authority

Service orientated attitude

Ability to easily memorise names and recognise individuals' particulars

Ability to provide services to the highest specification within a Corporate Head Office

Building

Strong team player

Excellent time management and organisational skills

Excellent computer skills and the ability to learn new software and systems

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