FRONT DESK REPRESENTATIVE

Job Description:

A **Front** **Desk** **Representative** serves as the first person that receives clients or customers. They provide confirmation for appointments and direct clients to the next step in their visit. They answer phones and perform basic clerical duties. The work is usually performed in a waiting area such as a lobby or front desk of an organization or business.

Job Responsibilities:

* Greeting clients, visitors, and customers
* Answering general inquires regarding company services and products
* Answering general questions about company operations, such as hours of operation
* Provide initial help to clients, visitors, and customers
* Provide a means for clients, visitors, and customers to get additional help beyond that which the receptionist can provide
* Direct clients, visitors, and customers to the appropriate person or place
* Answer, screen, and forward phone calls as appropriate
* Take accurate telephone messages
* Make appointments for clients, visitors, and customers
* Receive parcels and postal mail
* Maintain clean, organized, and uncluttered work environment
* Perform general clerical duties, such as photocopying, printing, faxing, and emailing
* Report issues with equipment and need for supply orders to manager

Job Qualifications:

Front Desk Representative qualifications are basic and do not require a specific degree, license, or certification.

* High school diploma
* Work experience as a Front Office Representative or similar role
* Experience with office equipment, such as fax machines, copy machines, and multiline phones

Opportunities as Front Office Representative are available for high school graduates without experience in which more than one Front Office Representative is needed in an area such that an experienced Front Office Representative will be present to mentor.

Job Skills Required:

* Basic computer skills, including printing, online faxing, emailing, and appointment scheduling.
* Basic knowledge of Microsoft Office
* A professional attitude and appearance
* Strong written and verbal communication skills
* Ability to be resourceful and proactive when issues arise
* Strong organizational skills
* Multitasking and time-management skills
* Ability to prioritize tasks
* Customer service oriented
* Respect for client, customer, and visitor confidentiality