JOB DESCRIPTION / POSITION PROFILE

Front Desk Officer

JOB TITLE	SALARY SCALE
Front Desk Officer	MNSL 4
REPORTS TO	**SUPERVISES**
Manager HR and Administration	Nil

Job Purpose

To provide front-line customer service, reception, and administrative support to ensure smooth operations and positive stakeholder interactions.

Key duties and responsibilities

01 Receives and welcomes visitors in a professional and courteous manner.

02 Answers and directs incoming telephone calls to the appropriate offices or staff.

03 Maintains a tidy and presentable reception area at all times.

04 Manages the visitor register and issues visitor passes as required.

05 Handles incoming and outgoing mail and parcels in coordination with the administration office.

06 Provides basic information to visitors and callers regarding company services and activities.

07 Coordinates appointments and meeting room bookings as directed.

08 Assists in photocopying, filing, and other clerical duties as may be assigned.

09 Reports any security or maintenance concerns in the reception area to the relevant office.

Person specifications

Academic Qualifications

An Honors Bachelor's Degree in Office Management, Business Administration, Human Resource Management from a recognized institution.

Working Experience

Two (2) years relevant working experience at similar level in a reputable organization.

Competencies

Technical	Behavioral
• Customer Service and Reception Management	• Courtesy and Professionalism
• Telephone and Communication Handling	• Communication Skills
• Office Procedures	• Organizational Skills
• Basic Computer Applications	• Reliability and Integrity
• Records Handling	• Interpersonal Relations