

JOB TITLE:	Front Desk Co-Ordinator
DIRECT REPORT:	Marketing and Project Manager
SUBORDINATES:	-
GRADING:	-

### **PURPOSE OF THE JOB**

The role is to greet and welcome visitors and direct them appropriately. Attend to company communications. Assist with surveys and attend to general administrative office duties. Notify staff members of visitor arrival or queries. Maintain security and telecommunications system. Provide information telephonically and in person or refer enquiries.

This is a full day position.

### **MINIMUM REQUIREMENTS**

Education:

Grade 12 and tertiary education

Experience:

Proven track record with a minimum of 3 years' experience.

Experience in a similar role will be an added advantage.

Skilled typist and knowledge administrative processes.

Good command (reading and writing) of the English Language.

Good command (reading and writing) of the Afrikaans language.

A third language would be an added advantage.

Knowledge of switchboard would be an added advantage.

Computer literacy.

Telephone etiquette.

### **SPECIFIC APTITUDE / KNOWLEDGE / SKILLS**

Excellent observation skills to formulate responses when dealing with clients.

Communication skills involving a combination of active listening, observing and empathizing with focus on customer service delivery.

Critical thinking and problem solving.

Time management and stamina.

Ethics and confidentiality.

Teamwork and dependability.

## **KEY RESPONSIBILITIES**

### **1. Primary Responsibilities**

- Manage Rennies Travel Namibia's Front Office in an effective and efficient manner.
- Ensure that the Front Office area is kept neat, tidy, and always presentable.
- Assist colleagues and greet visitors by welcoming, announcing and directing them appropriately.
- Assist with enquiries by answering questions and addressing complaints.
- Answer and direct telephone calls promptly and in a friendly manner.
- Receive letters, packages etc. and distribute them to the correct addressees.
- Maintain security by following procedures and controlling access/ security awareness.
- Process orders on workflow (print/email), where required.
- Assist clients with basic travel queries.
- Contribute to team effort.
- Manage courier pick-up and delivery services.
- Any other ad-hoc duties as required.

### **2. Secondary Responsibilities**

- Always ensure that the company is promoted in a positive manner.
- Understand your personal responsibilities to assist in providing a safe and healthy work environment.
- Sober habits – no drinking or using any type of narcotic substance during working hours or coming to work under the influence of alcohol or any other type of narcotic substance.
- Honest, accurate and hardworking.
- Adhere to the Disciplinary Code of Conduct.
- Add professionalism at every opportunity by being even-tempered when working with the employees of Rennies travel Namibia.
- Be respectful and courteous.
- Maintain Confidentiality – No sharing of information with unauthorized persons.