

Front Desk Agent Job Description

Duties and Responsibilities:

- Receive each customer or guest that walks into the organization
- Ensure that visitors and customers' details are correctly entered into log books
- Communicate with customers and visitors to ascertain the reason for their visit
- Assist customers to get served in a timely fashion
- Direct visitors to the appropriate desks and offices
- Assist customers in resolving product or service issues
- Direct customers to the appropriate employees where their complaints will be resolved
- Receive incoming calls and emails and respond to them appropriately
- Assist customers and potential customers to schedule appointments and reminded in due time
- Ensure cleanliness of the front office and orderliness of customers waiting for appointments
- Assist visitors and customers in filling forms appropriately
- Manually and/or electronically store and retrieve files when required
- Obtain accurate and relevant information from customers and visitors.

Front Desk Agent Requirements – Skills, Knowledge, and Abilities

- **Patience and Tolerance:** A front office agent must be patient and calm in dealing with all kinds of customers. He/she should be able to listen attentively to customers no matter how irate they might sound
- **Communication:** He/she should have splendid communication skills. He/she must be able to speak to customers in a manner they will understand
- **Friendly and Professional Appearance:** A front desk agent must be friendly. Being able to wear a cheerful face always is very important. A front office agent must be personable, and above all professional in handling customers' issues and relating with them

- Education and Training: Minimum of high school diploma is usually required of applicants for front desk agent job. Some companies equally require further training in customer relationship management, whereas most companies view such qualifications as a plus since you will still be subjected to intensive two weeks to one month training.