

# Receptionist Job Description

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- Provide answers to visitors' inquiries about the company, its products or services
- Coordinate activities around the front desk/reception premise
- Direct visitors and clients/customers to their desired destinations in the premise
- Sort and handle out mail messages whether incoming or outgoing
- Answer incoming calls on multi-line telephones
- File and keep record of activities in the office for easy retrieval and review when due, and sending to the relevant department personnel
- Perform keyboarding/data entry functions
- Schedule and confirm appointments
- Maintain company's event calendars. He or she keeps in records all events to hold in the organization and notifies respective department when due
- Copy, file, and maintain paper or records and electronic documents of visitors
- Where necessary, inform relevant staff of visitors' arrivals and/or cancellations of appointments
- Perform varieties of other administration tasks as directed by manager; this could include faxing, emailing or even assisting other departments that need help
- Responsible for maintaining clean and safe reception area; keep it tidy at all times
- May also perform bookkeeping or cashiering and other similar duties
- May also assume some security guard access control functions. This involves verifying employee identification, issuing visitor pass, and observing and reporting unusual or suspicious persons or activities.