**VACANCY!!!!!**

**Job Summary:** The Receptionist at **Merlot Culinary** serves as the first point of contact for students, staff, and visitors. The ideal candidate will provide excellent customer service, manage front desk operations, and assist with administrative tasks to ensure smooth daily operations within the organisation.

**Job Type.**

* This is a **full-time** position requiring regular office hours.

**Work Place.**

* On-Site

**Requirements:**

* HND or BSc in a related field are a plus.
* Work experience 2 – 4 years with proven work experience as a receptionist, front desk representative, or similar role.
* Proficiency in Microsoft Office Suite (Word, Excel, Outlook).
* Excellent verbal and written communication skills.
* Strong organizational and multitasking abilities.
* Customer service-oriented with a proactive problem-solving approach.
* Ability to handle sensitive information with confidentiality.

**Key Responsibilities:**

**Front Desk Management:**

* + Greet and welcome students, staff, and visitors with a friendly and professional demeanour.
  + Answer, screen, and forward incoming phone calls.
  + Manage and direct incoming and outgoing mail and deliveries.
  + Maintain the reception area in a clean and organized manner.

**Customer Service:**

* + Provide accurate information regarding programs, schedules, and institute services.
  + Address and resolve inquiries or direct them to the appropriate department or individual.
  + Assist students and visitors with directions and other necessary information.

**Administrative Support:**

* + Schedule and coordinate appointments, meetings, and events.
  + Maintain and update student and faculty records as required.
  + Assist in preparing and distributing internal and external communications.
  + Support administrative staff with clerical tasks such as filing, photocopying, and data entry.

**Benefit.**

* Overtime Allowance
* Lunch

**Application Process:**

Interested candidates should submit their resume and a cover letter outlining their qualifications and experience to **hrqueries@merlotculinary.com.** Applications will be reviewed on a rolling basis until the position is filled.