

Advaithaa Infra – Job Description

Front Desk Assistant

Company: Advaithaa Infra

Location: Corporate Office – Hyderabad

Department: Administration

Reports To: HR & Admin Manager / Managing Director

Employment Type: Full-time

1. Position Overview

The **Front Desk Assistant** serves as the first point of contact for visitors, clients, investors, and business associates at Advaithaa Infra's corporate office. This role is essential for creating a positive first impression and ensuring smooth front office operations. The position combines reception management, administrative support, and client assistance, requiring excellent interpersonal skills, professional demeanor, and organizational expertise. The role also supports HR, Admin, and Business Development teams to maintain efficient office coordination.

2. Key Responsibilities

A. Reception and Visitor Management

- Welcome all visitors, clients, investors, and business associates with courtesy and professionalism.
- Maintain accurate visitor logs, access control records, and coordinate with security for building access management.
- Manage incoming and outgoing calls, emails, and courier/postal services efficiently.
- Screen inquiries and direct communications to appropriate departments or personnel.

B. Office Coordination and Communication

- Schedule and coordinate meetings, appointments, and conference room bookings with internal teams and external stakeholders.

- Maintain the reception area to project a professional company image; ensure cleanliness, organization, and proper signage.
- Facilitate inter-departmental communication between Admin, HR, Accounts, Projects, and Business Development teams.
- Manage office phone systems, email distribution, and general communication protocols.

C. Administrative Support

- Handle and maintain courier, postal, dispatch, and parcel records with proper documentation.
- Assist in inventory management for office supplies, stationery, pantry items, and consumables.
- Support HR and Admin teams in preparing attendance records, filing employee documents, and maintaining filing systems.
- Assist in scheduling and coordinating recruitment interviews; provide preliminary orientation to visiting candidates.
- Prepare meeting minutes, agendas, and coordination documents as required.

D. Client and Visitor Assistance

- Support Business Development and Sales teams by directing client inquiries to relevant departments.
- Provide general information about company projects, amenities, and services to walk-in clients when appropriate.
- Maintain a comprehensive database of visitor contacts and client visit logs for company records.
- Assist visiting investors and site consultants with office facilities and information requests.

E. Security and Confidentiality

- Ensure confidentiality of sensitive business information, deal details, and proprietary company information.
- Maintain security protocols and coordinate with security personnel on access control and building safety.
- Handle confidential documents appropriately and ensure secure disposal of sensitive materials.

3. Required Skills and Competencies

- **Communication Excellence:** Outstanding written and verbal communication skills; ability to interact professionally with diverse stakeholders including executives, clients, and investors.

- **Professional Demeanor:** Well-groomed, presentable appearance; polished and confident communication style.
 - **Organizational Ability:** Excellent multitasking and time management skills; capability to manage competing priorities and deadlines.
 - **Technical Proficiency:** Proficiency in MS Office (Word, Excel, Outlook, PowerPoint) and basic knowledge of office management tools or CRM systems.
 - **Customer Service:** Strong client-facing skills with emphasis on hospitality, patience, and problem-solving.
 - **Attention to Detail:** Meticulous approach to record-keeping, documentation, and accuracy.
 - **Adaptability:** Flexible and responsive to changing office needs and organizational priorities.
 - **Language Skills:** Fluency in English; proficiency in Telugu and Hindi preferred for diverse stakeholder engagement.
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4. Qualifications and Experience

- **Education:** Bachelor's degree in any discipline; preference for qualifications in Administration, Communications, or Business Management.
 - **Experience:** 2–5 years in front office reception, administrative, or similar roles; prior experience in real estate, construction, infrastructure, or corporate office environments preferred.
 - **Preferred Qualifications:** Experience in a property development or construction company; familiarity with real estate terminology and client interactions; knowledge of office management systems.
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5. Work Conditions and Career Growth

- **Work Schedule:** Monday to Saturday (2nd & 4th Saturday half days).
 - **Location:** Corporate Office, Hyderabad; occasional travel for company events or site visits.
 - **Work Environment:** Professional, fast-paced office environment requiring flexibility and proactive engagement.
 - **Career Progression:** Clear pathway to **Admin Executive**, **HR Assistant**, or **Office Manager** roles within 3–4 years based on performance, responsibility expansion, and demonstrated competency.
 - **Professional Development:** Exposure to corporate administration, HR processes, client relations, and real estate business operations.
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6. Compensation and Benefits

- **CTC Range:** As per industry norms (negotiable based on experience and qualifications).
 - **Performance Incentives:** Additional allowances linked to client interaction support, operational efficiency, and performance bonuses.
 - **Additional Benefits:** Travel allowance, professional development support, health insurance, and other benefits as per company policy.
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7. Personal Attributes and Personality Profile

- Pleasant, confident personality with positive attitude and courteous demeanor toward all interactions.
 - Discreet and trustworthy with demonstrated commitment to maintaining confidentiality and professional standards.
 - Punctual, reliable, and accountable with strong sense of responsibility.
 - Proactive and solution-oriented with ability to anticipate office needs and manage issues independently.
 - Team player with strong interpersonal skills and collaborative approach to supporting multiple departments.
 - Enthusiastic about client interaction and comfortable engaging with diverse personalities and backgrounds.
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8. Core Values Alignment

Every team member at Advaitaa Infra must embody:

- **Integrity** – Ethical conduct in all interactions, confidentiality of sensitive information, and honest representation of company values.
- **Professionalism** – Commitment to maintaining high standards in communication, appearance, and client service.
- **Commitment** – Dedication to supporting company operations, maintaining office excellence, and contributing to positive stakeholder experiences.