

POSITION DESCRIPTION

Title:	Receptionist	Location:	Abu Dhabi
Department:	Corporate Services	Reports to:	HR & Corporate Services Manager
Prepared by:	HR & CS Manager	Date:	December 2012

Overall Purpose:

Provide reception services at the Company's Head Office, and secretarial and administrative services for senior Head Office staff

Roles and Responsibilities:

Reception:

- Greet and welcome visitors to the Head Office during normal working hours, ensuring they
- Answer all incoming calls on the main Head Office line. When transferring calls, announce the caller. If necessary take a message and advise the relevant staff member accordingly Liaising with clients competently.
- Registering the visitors and employees in I visitor's System, upon arrival of the visitor sign in the visitor's book and informing the relevant member of staff of their arrival
- Reading monitoring and responding to the line manager's email.
- Booking Meeting Rooms, avoid conflicts in booking and arranging each room's schedule.
- Fazaa Card Addition and Deletion
- Ensure entries in the log book conducted by the client
- Monitor and ensure that the reception area is kept in a clean and tidy displaying a professional image
- Ensure that the reception area always quiet.
- Ensure team birthday's organized.
- Perform other duties as required.

QHSE and BC:

- Engage, understand and participate in Quality Health Safety and Environment (QHSE) Management System and Business Continuity (BC) Compliance and Improvement

Professional and Academic Expertise

- A relevant qualification
- Minimum 1 years' experience
- Good command of both Arabic and English essential, written and spoken

- Good computer skills, ability to type emails
- Demonstrate excellent communication and interpersonal skills
- Ability to communicate verbally via telephone, and via email
- Demonstrate excellent customer service skills
- Ability to work in a fast pace multicultural environment

Chief Administrative Officer

Change Brief

Version	Date	Changes
1	December 2012	New PD
2	October 2014	Spelling Mistakes and Update Template
3	October 2016	Updated reporting line, roles and responsibilities and professional and academic expertise
4	June 2019	Change the position from Receptionist Secretary to “Receptionist”
5	Feb 2020	Rewrite the roles & responsibilities., change “Prepared by
6	July 2021	Removed some tasks.
7	August 2021	Add Fazaa Card Task and BC