

Office Assistant / Manager

Job Description

You will act as Receptionist, the first point of contact for our company. Your duties include offering administrative support across the organization. You will welcome guests, always smile and have a highly positive engagement with every visitor or member. You will also coordinate front-desk activities, including distributing correspondence and redirecting phone calls.

To be successful as an Office Assistant/ Manager, you should have a very pleasant highly positive personality, as this is a customer service role. You should be an extrovert who loves to engage with the visitors and business center members. You should also be able to deal with emergencies in a timely and effective manner, while streamlining office operations. Multitasking and stress management skills are essential for this position. This role may require working in shifts, so flexibility is a plus.

Ultimately, the Office Assistant/ Manager's duties and responsibilities are to ensure the front desk welcomes guests positively, and execute all administrative tasks to the highest quality standards.

Responsibilities

- Greet and welcome guests as soon as they arrive at the office
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Order front office supplies and keep inventory of stock
- Update calendars and schedule meetings
- Arrange travel and accommodations, and prepare vouchers
- Keep updated records of office expenses and costs

- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing

Requirements and skills

- Proven work experience as a Receptionist, Front Office Representative or similar role
- Proficiency in Microsoft Office Suite (a power user of Excel)
- Hands-on experience with office equipment (e.g. fax machines and printers)
- Highly Professional attitude and appearance
- Solid English written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Excellent organizational skills
- Multitasking and time-management skills, with the ability to prioritize tasks
- Customer service experience (Sales experience may also be accepted)
- Local University degree; additional certification in Office Management is a plus