



Job Description

Position Title	Front Desk Officer
Department	Administration
Reporting To	Manager Administration
Date	May 2017
Type of Position	Contractual

POSITION DESCRIPTION

Front Desk Officer will be responsible for smooth coordination between employees and external people, answering and referring queries, receiving letters, maintaining logs, attending and welcoming guests and providing relevant assistance to them.

DUTIES AND RESPONSIBILITIES

- Keeping front desk area presentable with all necessary marketing materials.
- Greeting and welcoming guests.
- Answering queries and recording complaints.
- Receiving and distributing letters and maintaining their database.
- Keeping file record.
- Providing information related to events, workshops and programs organized by HU.
- Responding queries on web chat at habib.edu.pk.
- Resolving guest's queries professionally and confidently.
- Providing back end support to telephone operator.
- Attending calls on mobile phone after office hours till 9:00pm through call forwarding system.
- Performing additional administrative responsibilities as and when required.

REQUIRED JOB SPECIFICATIONS

Required Qualification	✓ Minimum graduation
Required Experience	✓ 2 to 3 years' experience in front desk in hotel industry.

REQUIRED JOB COMPETENCIES (Technical and Soft Skills)

<i>S#</i>	<i>Competency</i>	<i>Criticality (High / Low / Medium)</i>
1.	Communication Skills	High
2.	MS Office	Medium
3.	Self-Management	High