

VACANCY – 12 Months Contract

LOCATION	-	Langley
POSITION	-	Receptionist
REPORTING TO	-	Reception Supervisor
HOURS OF WORK	-	40 hours per week
RATE OF PAY	-	£10.25 per hour
CLOSING DATE	-	31st January 2018

KEY TASK AREAS / RESPONSIBILITIES

- To meet, greet and assist visitors/staff/contractors in a professional and friendly manner ensuring the highest level of customer care and services.
- To answer all incoming calls- handling general enquiries, transferring calls to appropriate person/department, taking messages.
- To maintain log of all visitors, contractors, new staff members, couriers and incidents. To ensure that reception/waiting area is kept tidy at all times.
- To maintain log of all visitors, contractors, new staff members, couriers and incidents. Escalation and dissemination of information.
- To sort and deliver incoming mail.
- To collect and prepare outgoing mail.
- Various administrative tasks (such as ordering stationery).

PERSON SPECIFICATION

Essential

- Excellent customer service skills
- Experience of working within a reception environment
- Excellent communication skills, both oral and written
- Proven organisational skills
- Ability to work on own initiative as well as part of a team
- Computer literate (word, excel, outlook)

Preferred

- First aid at work qualification
- Ability to communicate verbally in other languages at a conversational level

Required experience:

- Reception: 1 year

We take our commitment to principles of fairness and mutual respect for people of all faiths and cultures seriously and we expect our employees to do so as well. We take firm action where any concerns are raised both internally and by our clients, customers and members of the public.

All applicants must have correct documentation enabling them to work here and also have a permanent NI number.

Internal candidates will be expected to show a good attendance/timekeeping record and also a good performance in their previous role(s).

This position may be subject to Client/Board approval.

All Managerial positions and Promotions are subject to a probationary period of 6 months.

Please Note: The probationary period can be extended should the candidate's performance not meet the required standard.

Interested parties should send their CV with a covering letter to alexandru.ursan@icts.co.uk

ICTS IS AN EQUAL OPPORTUNITIES EMPLOYER