

## **Receptionists**

Receptionists are professionals who serve as the first point of contact for visitors, clients, and employees in an organization. They manage front desk operations, handle communications, and provide administrative support to ensure smooth office functioning.

### **Duties and Powers**

- Greet and assist visitors, clients, and employees in a professional manner.
- Answer, screen, and direct incoming phone calls and emails.
- Manage appointment scheduling, meeting room bookings, and visitor logs.
- Handle incoming and outgoing correspondence, packages, and deliveries.
- Maintain records, databases, and filing systems for administrative purposes.
- Provide information and assistance regarding organizational policies, procedures, and services.
- Coordinate with internal departments to ensure effective communication and workflow.
- Manage front desk supplies and ensure a tidy, professional reception area.
- Assist with administrative tasks such as data entry, documentation, and reporting.
- Address inquiries, complaints, or requests, escalating issues when necessary.