

DEPARTMENT:	Customer Care
LOCATION:	51 A Railway Road, Cunupia, Trinidad and Tobago
JOB TYPE:	Office Based
JOB TITLE:	Receptionist
DIRECTLY REPORTS TO:	Team Lead - Customer Care
DEPARTMENT LEAD:	Supervisor - Customer Care
OVERSEEING ELT MEMBER	Vice President- Customer Experience

JOB PURPOSE: To deliver friendly, efficient customer service and to create a warm and welcoming atmosphere for all our guests, with the key aim of satisfying our customers.

KEY DUTIES AND RESPONSIBILITIES:

NB. Each item includes meeting KPI targets, compiling and submitting KPI reports.	Approx. % of time annually
1. Receive, direct and relay telephone messages and fax messages within a timely manner.	60%
2. Answering incoming telephone calls, determining purpose of callers, and forwarding calls to appropriate personnel or department	
3. Welcoming on-site guest, determine nature of business and announces guest to appropriate personnel. Deal with all enquiries in a professional and courteous manner, in person, on the telephone or via e-mail.	
4. Taking and delivering messages when appropriate personnel are unavailable. Answering questions about the organization and providing callers with address, directions and other information requested	
5. Receive all cheques from the finance department and dispatch to relevant personnel/companies.	
6. Assist with clerical duties which include copying and organizing/maintaining files	
7. Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges) Assist in keeping the reception area clean and tidy, always.	
8. Maintain and complete the Document and Cheque Logbook for accountability and record purposes	20%
9. Assist the Freight Department with the printing, scanning and issuance of Deliveries	
10. Assist the Finance Department with the task of collecting, receiving, and dispatching cheques plus with the processing of credit card payments	
11. Utilise the Courier Task log to arrange collections or deliveries with our Internal Transport Team	20%
12. Utilise internal WhatsApp Group Chats & the Customer Module to communicate internally for Documents, Cheques or Action Items	
13. Scan and upload all documents or cheques onto the Customer Module for accountability	
14. Print physical Invoices and dispatch monthly for the Customer Care Team	
15. Any other duties that may be required within or outside of the Customer Care Department	
<i>Total:</i>	100%

QUALIFICATIONS AND EXPERIENCE:

- Minimum – A Diploma in an area of study within the Social Sciences Field
- Customer Service: 2-3 years' experience preferably

HSSEQ RESPONSIBILITIES:

- Maintain standards of safety and comply with Company's Health, Safety & Environment Management System requirements.
- Observe all health and safety rules and regulations.
- Stop all work if any unsafe conditions exist or unsafe practices are observed.
- Report any unsafe conditions or practices to your Supervisors.
- Understand how to perform jobs assigned in accordance with operating procedures and/or work instructions.
- Do not undertake any job you do not understand – ask your immediate Supervisor once there is any doubt.
- Wear and use all safety equipment required to ensure the safe execution of the specific job.
- Participate in mandatory toolbox meetings, safety meetings and training sessions (internal and/or external) as required.
- Report all incidents immediately to your Supervisor.
- Cooperate during incident investigations so that the incident causes can be determined, and corrective action taken.
- Tag and Report all defective tools or equipment immediately.
- All staff are to adhere to the guidelines stated in the Policy Manual.

KNOWLEDGE, SKILLS, ABILITIES, CHARACTERISTICS:

- **Excellent Communication skills** - written and verbal
- **Enjoyable to work with** - especially with direct team members.
- **Highly reliable** - your supervisor and co-workers must have confidence that when assigned a task, you will get it done in a timely manner with a high quality of work.
- **Management of time and tasks** – can work on multiple tasks, meet KPIs, reorganize and work on high priority tasks, handover tasks when going on leave.
- **Technical Analysis of requests** - quickly process and understand requests, identify where external assistance is needed, document concisely and clearly what is required, plan how to respond.
- **Problem solving** - suggest recommended actions rather than just ask for help, come up with innovative ideas, pre-emptively identify issues with existing procedures and implement solutions.
- **Teamwork and Emotional Intelligence** - work well with others in the department, work well with other departments, build mutual trust and respect, develop strong professional relationships with others in the company, display emotional intelligence when dealing with others.
- **Microsoft Office** - Intermediate to Advance in the use of MS Word, Excel, PowerPoint, MS Teams.

WORKING CONDITIONS

- Physical demand - In Office
- May attend virtual or in-person conferences, workshops, meetings, etc.