

## Executive - Frontline Support Services

Location

HO/ Corporate Building - Ground Floor

Closing Date

12/21/2021

Description



- Responsible in courteously and professionally greet and direct visitors (post concurrence of the divisional staff) whilst holding the corporate image.
- Responsibly manage the issuance & collecting of visitor passes by updating details in Integrated Guest Management System
- Ensure to record visitor information and issue/collect visitor passes diligently
- Clearly communicate and direct them to the relevant/ correct department/person
- Monthly call report target should always be maintained within the specified call ratio
- Ensure messages are recorded accurately and conveyed to the respective personnel promptly
- Ensure all the documents received for Senior Management are despatched to relevant secretaries on timely basis without any delays
- Assist with the electronic archiving of Property management related documents
- Ensure that all calls received to the Corporate General Line and reception are handled as per standard guideline and SLA. e.g. courteous and professional manner and that all visitors directed appropriately
- Ensure messages are recorded accurately and conveyed to the respective personal promptly. (Call / Email) – Using the “Share Point System and IGMS system

### Entry Requirements

- Completion of GCE Advanced Level / Completion of Diploma in a relevant field would be an added advantage
- Highly proficient in communication skills, (written and verbal) in both English & Sinhala knowledge of spoken Tamil is an advantage
- Proficiency in MS Office software with an emphasis on Word, Excel, Outlook, Access and PowerPoint
- Minimum of 1 year experience in the field of reception