

**Receptionist/Client Services Assistant – Facilities & General Office, Business Services Department, Ref: CSA/GO/BS/SM/June2021**

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**Job title:** Receptionist/Client Services Assistant

**Reporting to:** Client Services Manager

**Office location:** London

**Contract and hours:** Permanent

**Salary:** Competitive, provided upon request

**Benefits include:** 29 days holiday per annum inclusive of 4 days of compulsory leave to be taken during the period of office closure between Christmas Eve to the 1st working day of the new year, plus all public and bank holidays; contributory pension scheme; life assurance (4 times the annual salary); interest free season ticket loan; childcare vouchers; cycle to work scheme. We also have regular social activities and genuinely pride ourselves on having a supportive and friendly culture.

**Overall purpose for this role**

To act as the first point of contact for our clients and other members of the public visiting our offices and provide them with a friendly and professional experience. To maintain a professional reception environment at all times and ensure that the meeting rooms and facilities are serviced and maintained to a high standard. There is a high degree of responsibility associated with this role to project the appropriate image and ethos of the firm at all times.

**Main duties and responsibilities**

- Providing excellent customer service to all clients and visitors in the reception.
- The effective processing of all incoming telephone calls, including logging of calls and conveying of messages in a professional and courteous manner.
- Following the correct procedures for booking meeting rooms and ensuring good housekeeping of the overall reception and kitchen area, reporting any issues to managers and rectifying where appropriate.
- Coordinating incoming faxes and emails using the firm's IT system and undertaking typing and photocopying tasks as and when required.
- Ordering and preparing catering and refreshments for in-house client meetings and events, monitoring stock levels and ordering supplies.
- Ordering couriers when required, distributing post and deliveries.
- Carrying out manual handling duties as and when required to include setting up meeting rooms, AV equipment, catering and kitchen supplies.
- To perform any other duties reasonably required of you.

**Training**

- To ensure that adequate training is received in the support areas covered by the role to be able to offer and deliver a high quality and effective support service in those areas
- Wherever possible, to utilize IT to provide a quality, cost effective and efficient service to clients.

**Performance Measured By**

- Ability to work on own initiative, maintaining a flexible, responsive and responsible attitude, both personally and within the Facilities Team
- Timeliness of response to requests
- Efficiency and accuracy in call handling
- Personal development and contribution to the overall objectives of the Firm
- Good attendance and timekeeping

**Person Specification**

- Previous strong experience in managing a switchboard in a busy client-facing and customer service environment is essential.
- Must exhibit a professional appearance with a welcoming personality.
- Good communication skills both verbally and written.
- Ability to remain calm, resilient, patient and polite at all times while interacting with internal and external clients. Strong communication, customer service and client facing skills.
- Ability to manage assigned tasks in efficient and timely manner.
- Competent in the use of Microsoft Excel, Word and Outlook
- Adaptable and able to work in a busy professional work environment with little supervision.
- Must be pro-active, reliable and energetic with a "can do" attitude.

- Flexible with working hours as the role requires a 7.5 hours shift pattern; between 8am and 6.15pm and between 7am and 8pm when events are held.

**Desired**

- Experience using a computer aided switchboard
- Events management experience.
- Experience in a legal practice or other professional services organisation.