

JOB DESCRIPTION

Job Title	Receptionist	Job Reference No.	
Department	Operations	Created / Revised	May, 2025
Reports to	Manager, Issuance and Premiums	Staff Supervised	0

Type of position: ☐ Full-time ☐ Part-time ☒ Contract ☐ Intern

JOB SUMMARY

The Receptionist serves as the first point of contact for visitors by greeting, welcoming, and directing them appropriately. Responsibilities include managing incoming calls and outgoing telephone conversation, handling mail and packages, and supporting general front-desk operations in alignment with customer service standards.

ACCOUNTABILITIES

- Receives telephone calls from external parties and directs them to the appropriate internal parties.
- Places telephone calls to external parties in accordance with established procedures.
- Clarifies basic queries from external parties in a customer-focused and friendly manner, referring to the appropriate departments when necessary.
- Meets, greets, and assists walk-in customers or members of the public in accordance with established service standards.
- Receives, sorts, and records of all mail, packages, and related items.
- Assists with the distribution and/or dispatch of mail and packages locally, regionally, and internationally.
- Performs other related duties as assigned.

SKILLS REQUIREMENTS

- Proven ability to apply customer service principles and deliver high-quality service in a professional environment
- Strong interpersonal and customer service skills
- Excellent oral and written communication abilities
- Proficient in Microsoft Office applications (e.g., Excel, PowerPoint, Word)
- Demonstrated ability to work collaboratively with and through others
- Comfortable relating openly and effectively with diverse groups of people

EXPERIENCE REQUIREMENTS

- A minimum of two (2) years' experience

EDUCATION, KNOWLEDGE, AND CERTIFICATION REQUIREMENTS

- Five (5) CXC/O'Level passes including Mathematics and English Language
- LOMA Associate Customer Service (ACS) Certification would be considered an asset