

**Role Profile**

Kamel Park Hotel is seeking:

Position title: Front Office Receptionist

Location: Kisii

Reporting to: Front Office Manager

Overall Purpose

We are looking for a Receptionist to manage our front desk on a daily basis and to perform a variety of administrative and clerical tasks.

Roles and Responsibilities: (Key duties)

- Greet and welcome guests as soon as they arrive at the hotel
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Order front office supplies and keep inventory of stock
- Update calendars and schedule meetings
- Arrange travel and accommodations, and prepare vouchers
- Keep updated records of office expenses and costs
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing
- Any other duty as may be assigned by management from time to time

Education, Experience and Knowledge: (Hospitality Industry)**Academic Qualification**

- KCSE Certificate; additional certification in Office Management is a plus
- CPS certificate will be an added advantage

Experience

- Proven work experience as a Receptionist, Front Office Representative or similar role with at least 3 years' experience

**Personal Attributes**

- Proficiency in Microsoft Office Suite
- Hands-on experience with office equipment (e.g. fax machines and printers)
- Professional attitude and appearance
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Excellent organizational skills
- Multitasking and time-management skills, with the ability to prioritize tasks
- Customer service attitude

Disclaimer: The job description is not the exhaustive list of skills, efforts, duties and responsibilities associated with the position.

How to apply:

If you believe you have what it takes to handle this challenging position, kindly apply via email to hr@kamelpark.com

Date of Advertisement: 1st October 2018

Deadline: 15th October 2018