

Front of House // Job Description

The Front of House role is one of the most important from a customer service perspective as you are the face and first point of contact for all our customers and visitors. All communication to and from members to the company will come through you and you will need to know how to act on each piece of information.

Reporting to: General Manager

Your daily and weekly task areas can be broken down in the following ways:

50% Customer Service

1. Dealing with members and customer complaints and issues
2. Assisting in the booking of meeting rooms
3. Communicating with members on office operations, events and announcements, feedback and surveying

30% Sales and Member Administration

4. Sales of day passes and meeting rooms
5. Orienting and signing up new members, setting up on systems and introducing of our T&Cs
6. Assist accounts with monthly invoicing of members
7. Managing printer network set-up and record-keeping

20% Front Office support

8. Growing our contacts database
9. Visitor reception and space tours
10. General assistance with office running as and when required

Targets and Deliverables

1. Ensure customer satisfaction for Front Office, is 75% and above each month and that there is a 50% response rate to the survey.
2. Ensure day pass sales targets and meeting rooms booking targets are reached each month
3. Ensure database of visitors is grown each month
4. Ensure printing record is delivered on time and accurately
5. Ensure office supplies budget is kept to each month

Skills/Attributes

- Confident interacting with many people
- Excellent multitasking skills
- A problem solver
- Customer service focused
- Organised and driven to excel