

Job description

Job details	
Job title: Receptionist	Line Manager title: Administration Manager
Grade:	Direct reports: None
Department: Corporate Services	Location: Eldoret
Job summary	
To serve as the first point of contact for the Company by managing the front office, welcoming visitors, handling incoming calls, and supporting administrative communication flow. The Receptionist ensures a professional and hospitable front-desk experience for employees, clients, and guests while maintaining effective coordination of office communication, visitor management, and documentation. This role plays a key part in projecting the Company's image and ensuring smooth day-to-day office operations in line with service excellence and corporate standards.	
Roles and responsibilities	
1. Front Office Management • Greet and welcome visitors warmly, ensuring a positive and professional first impression of the Company. • Manage the reception desk, ensuring cleanliness, orderliness, and readiness for visitors. • Maintain visitor registers, issue badges, and coordinate with security for access control and escorting procedures. • Ensure compliance with visitor protocols, including sign-in/out, identification checks, and safety briefing where required. • Handle incoming and outgoing mail, courier services, and deliveries. 2. Communication & Correspondence • Answer, screen, and direct incoming phone calls promptly and courteously. • Take accurate messages and relay them to appropriate staff members in a timely manner. • Manage the general company email and telephone inquiries, ensuring professional communication standards. • Support preparation and dispatch of outgoing letters, parcels, and notices. • Coordinate with Administration and HR teams on internal notices, announcements, and schedules. 3. Visitor & Client Support • Provide accurate information and directions to visitors and callers regarding departments or contacts. • Liaise with relevant departments to ensure visitors are attended to promptly. • Assist with scheduling and coordination of meeting rooms for staff and guests. • Maintain a welcoming atmosphere aligned with Company values and culture. 4. Administrative Support • Support administrative activities such as filing, photocopying, scanning, and basic data entry. • Maintain an updated directory of staff contacts, extensions, and departmental responsibilities. • Assist with inventory and replenishment of front-office supplies (stationery, visitor forms, refreshments). • Support event and meeting logistics, preparing rooms, refreshments, and visitor materials. • Support HR and Admin teams in onboarding new staff and orienting them to the office environment. 5. Records & Reporting • Maintain and update visitor logs, call records, and front-office correspondence registers. • Compile weekly summaries of front-office activities, issues, and recommendations.	

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- Report promptly any suspicious activities, security concerns, or facility malfunctions to the Administration Manager.

6. Safety, Security & Professional Conduct

- Ensure adherence to workplace safety, health, and security policies.
- Coordinate with security staff to enforce access procedures and emergency protocols.
- Maintain confidentiality of information received through calls, visitors, and correspondence.
- Uphold professional dress code, demeanor, and communication standards at all times.

Academic and professional qualifications + Work experience

- Diploma or Certificate in Front Office Management, Business Administration, Secretarial Studies, or related field.
- Minimum of 2 years' experience in front office, customer service, or administrative roles (preferably in a corporate or industrial setting).
- Excellent telephone etiquette, communication, and interpersonal skills.
- Computer literacy and proficiency in MS Office applications (Word, Excel, Outlook).
- Knowledge of office procedures, recordkeeping, and customer-care principles.
- Training in customer service or corporate communication is an advantage.

Technical skills and behavioural competencies

- Customer Service Orientation - Professional, friendly, and courteous in dealing with visitors and callers.
- Communication Skills - Clear, articulate, and professional in both oral and written communication.
- Organization & Multitasking - Ability to handle multiple tasks efficiently in a fast-paced environment.
- Front-Office Management - Skilled in managing reception functions, mail handling, and visitor coordination.
- Confidentiality & Integrity - Maintains discretion when handling sensitive information.
- Attention to Detail - Accurate recordkeeping, logging, and correspondence management.
- Teamwork - Cooperates effectively with Administration, Security, and HR colleagues.
- Professional Presentation - Maintains a neat, welcoming appearance and demeanor.
- Adaptability - Responds calmly to unexpected visitors, calls, or urgent requests.
- Problem Solving - Ability to address guest concerns promptly and courteously.

Sign off

Job holder name:	Signature: _____	Date: _____
Line Manager name:	Signature: _____	Date: _____
Counter-signing Quality Assuror (CQA) name:	Signature: _____	Date: _____