

Job description: Receptionist & Operational Support

Based at: Unit 6 Nelson Industrial Park, Herald Road, Hedge End, SO30 2JH
Reporting to: Head of Partner Solutions
Working hours: Monday and Tuesday, 09:00am—17:30pm

Job summary

This is an integral supporting role within a dynamic and growing business. This role's primary responsibility is answering incoming phone calls in a friendly and professional manner and directing callers to an appropriate team member. It will also require the flexibility and versatility to undertake ad-hoc projects including administration, welcoming customers to Syndico's offices, organising hospitality and more.

Every member of Team Syndico is expected to work collegially and to support all the teams with which they have contact in achieving the company's objectives.

Key responsibilities and accountabilities

- Answering incoming phone calls in a friendly and professional manner.
- Undertaking administration tasks for the Partner Solutions team.
- Welcoming visitors to Syndico's offices.
- Organising hospitality such as food and drink for Syndico visitors.
- Undertaking ad-hoc tasks as required by the Head of Partner Solutions and Operations Director.
- Completing general office tasks.

Qualifications and attributes

- Excellent verbal and written communication skills.
- Experience communicating with customers via telephone (both inbound and outbound).
- Excellent administration skills.
- The ability to multitask in a dynamic workplace.
- An enthusiastic approach to customer interaction.

