

Receptionist cum Client Liaison Vacancy

Emerge Egress Consulting is a HR Management & Training Consulting Firm established in 2017 based in Nairobi. In essence it focuses in Recruitment, Business & Marketing Strategy and Training Programs for various sectors. We partner with clients in various industries and sectors in order to meet their various needs.

Role Objective

This is a fulltime position located in Nairobi. Our client is seeking to hire a Receptionist cum Client Liaison who will be the first point of contact, providing welcoming and professional service to internal and external clients whilst handling administrative activities of the office. This role is crucial in creating a in ensuring client's expectations are exceeded to support the smooth functioning of the office and projects.

Core Duties and Responsibilities

- Providing excellent customer service to all clients, both internal and external, with an emphasis on courtesy and professionalism
- Sets priorities, manages schedules and plans accordingly in a busy and often pressurised environment.
- Good business awareness, understanding of the implications of events within the organization and that of networking internally and externally.
- Ability to deal with a busy frontline work environment, always keeping the client's needs and expectations in mind.
- Greet, assist, and direct visitors appropriately; ensure guest experience is handled efficiently and professionally.
- Answer, screen, and forward incoming phone calls while providing basic information when needed; manage company email and correspondence.
- Handle scheduling for the conference room, and appointments, and manage staff calendars as required.
- Assist with various administrative tasks.
- Help organize office gatherings and meetings, including arrangement of logistics, catering, and attendee management.
- Ensure prompt attention to visitors and directing them to the appropriate personnel or department.
- Maintain a clean, positive, and welcoming office environment.
- Manage office inventory such as stationery, equipment, and furniture, including timely requisition.
- Assist in managing daily transport bookings in consultation with office drivers.
- Support event planning and logistics, including coordinating travel arrangements for staff and associates.
- Any other duties assigned from time to time.

Job Specifications and Qualifications

- Diploma in Business Administration, Communication, Front Office or related area.

- At least 2 years' relevant work experience.
- Proficiency in MS Office Suite

Key Competencies

- Good communication skills (written and verbal).
- Problem-solving
- Strong Phone Etiquette skills
- Strong customer service and communication skills
- Ability to multitask and prioritize tasks in a fast paced environment
- Attention to detail and organizational skills
- Have a professional appearance and demeanor
- Strong interpersonal skills and customer service orientation

If interested in the position and meet the above requirements, kindly send your CV on or before **14th June 2024** to the email careers@emergegressconsulting.com and indicate the position applied for in the subject line.