

Job Title: Corporate Receptionist
Company: LIAT (2020) Limited
Location: Antigua and Barbuda

About LIAT2020: LIAT (2020) Limited is an innovative and dynamic start-up airline aiming to disrupt the aviation industry by providing affordable and efficient travel solutions. We are committed to delivering a seamless and exceptional flying experience to our customers while maintaining a sustainable and profitable business model. As we embark on this exciting journey, we are looking for a Corporate Receptionist.

Our Company Culture: Recognising that our employees have choices, we place a strong emphasis on creating and maintaining a positive working culture. Our company thrives on a friendly and informal work environment where everyone, regardless of their position, is treated with respect and consideration. As the Corporate Receptionist you will play a crucial role in fostering this positive and supportive environment.

Position Overview: LIAT (2020) Limited is seeking a customer-centric Corporate Receptionist to join our team. The Corporate Receptionist will provide professional and efficient managing of visitors, internal and external customers both on the phone and face to face, as well as perform a variety of clerical duties that support customer experience; provide information and referral and the general operation and presentation of a professional office; manage the front office and provide administrative support to the Human Resources Department.

Key Responsibilities:

- Greet clients, visitors, and guests; provide information; determine the purpose of each visit and direct or escort him or her to the appropriate location.
- Answers screen, and direct phone calls to staff; take messages and schedule appointments.
- Receive mail, documents, packages, and courier deliveries and deliver or distribute as appropriate.
- Provide callers with relevant and coherent information.
- Maintain receptionist records and ensure adherence to front office procedures.
- Reply to emails and forward or escalate as necessary, in a timely manner.
- Book appointments and schedule meetings.
- Perform administrative and clerical support tasks.
- Perform basic filing and recordkeeping.
- Perform other related duties as assigned.

Required Education and Experience:

- 5 CXC's including English and Math.
- Basic understanding of administrative and clerical procedures and systems.
- Proficient with Microsoft Office Suite or related software.
- Excellent verbal communication skills.
- Excellent interpersonal and customer service skills.
- Must be courteous and polite and possess a customer-centric approach to solving problems.

Benefits:

- Competitive remuneration package.
- Opportunity to shape the strategic future of a revamped regional start-up airline.
- Exciting, collaborative, and innovative work environment.

This is a description of the job as it is presently constituted. In order to support the company's efforts to attract and retain the ideal incumbent to perform the duties, it is normal practice to periodically review job descriptions for current and accurate relevancy, as jobs change over time and job descriptions need to be reflective of these changes. The review process is a collaborative effort involving the position supervisor and the employee performing the job. You are therefore expected to participate fully in such discussions. In all cases, it is LIAT20's aims to reach agreement on reasonable changes, but where it is not possible to reach agreement LIAT20 reserves the right to make reasonable changes to your job descriptions which are commensurate with the company's objectives and your grade after consultation with you.