Downloaded from <https://www.velvetjobs.com/job-descriptions/head-receptionist>

# Example of Head Receptionist Job Description

Our innovative and growing company is looking for a head receptionist. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for head receptionist

* Act as a first point of contact to welcome all visitors & staff on arrival & departure, informing all relevant staff members of their guest’s arrival
* Receive & book all meeting room requests, ensuring any refreshments or equipment requirements are provided and to ensure the rooms in general are kept to a high standard at all times
* Receive & sort all incoming mail & deliveries, swiftly notifying all relevant recipients / departments of their arrival
* Ensuring all out-going mail is prepared and ready for collection by Royal Mail, FedEx & DHL each day by their respective deadlines
* Book any courier requests as required from Head Office & across our London shops, ensuring swift & accurate tracking updates and completion check off
* Assist and support with department requests such as training events & presentations, setting up spaces and any additional requirements as needed
* Assist with our seasonal selling campaigns, overseeing service delivery of our external caterers, ordering supplies, and liaising regards menu choice and feedback
* Carry out scheduled Health and Safety procedures including but not limited to
* Record and process the weekly timesheets for the LHQ and CMDES department
* Monitor the visitor’s book and to be aware of the locations of all visitors to the building from security and health & safety aspect

## Qualifications for head receptionist

* Keep records of all security passes and key fobs that have been issued and administer the key fob door entry system
* 5 GCSE’s, grade A-C, including English and Maths or equivalent qualifications
* Competent in use of switchboards
* At least 3 years’ experience in Reception duties, including managing meeting room calendars and incoming and outgoing post
* Credible administrative experience
* Confident managing high volumes of visitors and VIP guests, ensuring excellent service at all times