

# Foster + Partners

## Role Definition

**Job title:** Reception/Switchboard Operator  
**Reporting to:** Head of Reception on a day to day basis and ultimately to Head of Facilities and Chief Financial Officer

The role of Reception/Switchboard Operator is to provide a highly professional efficient customer service by receiving calls promptly and efficiently, identifying the callers requirements while at all times projecting the Company's image in a courteous and helpful manner. The person must be resourceful/self motivated, use initiative and enjoy working in a fast paced, pressurised environment.

## Responsibilities

- Meeting and greeting Foster + Partners guests, including VIPs, consultants etc. in a professional manner at various reception locations to a consistently high standard including answering telephones, arranging meeting rooms, car/taxi bookings.
- Cultural awareness requirements, both internal and external
- Acknowledgement of both internal and external staff
- Answering, assisting and directing all incoming telephone calls and enquiries
- Announcing/fielding all calls, internal and external
- Ensuring that all messages are recorded and delivered promptly and accurately
- Process taxi bookings using electronic taxi management system and to ensure car booking database is entered accurately and kept up to date at all times
- Process all meeting room bookings using electronic room booking system
- Using initiative to manage non-standard situations
- Keeping reception area tidy at all times
- To contribute, or otherwise to assist, as required
- Provide cover for absent colleagues as required

## Qualities and skills required

- Able to demonstrate the ability to undertake above responsibilities
- Legally able to work in the country in which the position required
- Experience in a similar position
- Presentable and able to act as an ambassador on behalf of Foster + Partners
- Excellent personal and professional presentation skill
- Professional and confident telephone manner
- Excellent written and verbal communication skills – articulate and diplomatic manner
- Excellent interpersonal skills and the ability to facilitate team co-ordination
- Resilient to cope with conflicting demands and able to prioritise duties and work under pressure
- Able to demonstrate initiative and a proactive approach to daily tasks
- Methodical and accurate and consistent attention to detail
- Excellent organisation skills
- Able to manage sensitive and sometimes confidential information
- Self motivated and able to take responsibility
- Flexible attitude and able to cover colleagues on Reception as required (Reception opens between 8am and 6:30pm)
- Able to build good relationships at all levels, internally and externally
- Able to remain calm and resilient at all times

# Foster + Partners

- Thorough knowledge of and adhere to Foster + Partners administrative procedures and standards
- Appreciation of, and commitment to the business of the Practice
- Empathy with a creative environment

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.

January 2016