



BFCBHRJ-103 – Receptionist | Customer Service | Bahrain

About the role:

The Receptionist is responsible to operate a telephone switchboard, receive visitors and perform limited clerical duties as assigned.

Your Responsibilities:

- Answering all incoming calls in a professional manner and determine caller needs.
- Greet and receive customers, clients, and visitors with courtesy, tolerance, and efficiency at all times.
- Perform general clerical work including simple typing, system updates, outbound calls to BFC customers and data entry.
- Train switchboard personnel.
- Maintain customer confidentiality.
- Other duties as assigned.

About You

You are required to have Diploma certificate.

- Minimum 2 years of experience in customer service or related fields, including use of computer and MS Office.
- Knowledge of PBX switchboard.
- Ability to communicate effectively with people of diverse backgrounds and all levels of authority.
- High standard of accuracy and attention to detail.
- Exceptional customer service skills.
- Must possess a clear, pleasant and professional telephone voice and etiquettes and active listening skills.
- Must be able to speak fluent English and Arabic; Knowledge of other native language is an advantage.
- Must be flexible and able to respond to changing priorities in a fast-paced environment.
- Ability to handle multiple activities at the same time.