



BFCBHRJ-151 – Receptionist | Customer Service | Bahrain

About the role:

The Receptionist is responsible for operating a telephone switchboard, receiving visitors, and performing assigned clerical duties.

Your Responsibilities:

- Answer 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.
- Administer the switchboard and train personnel required to operate it.
- Maintain customer confidentiality.
- Other duties as assigned.

Qualifications:

- A Diploma Certificate holder.
- Minimum 2 years of experience in customer service or related fields, including use of computer and MS Office.

Other skills required for the job:

- 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 etiquette and active listening skills.
- Must be bilingual (knowledge of native language) and fluent in English.
- Must be flexible and able to respond to changing priorities in a fast-paced environment.
- Ability to handle multiple activities at the same time.