

JOB DESCRIPTION

Job Summary:

Customer Service Representative is responsible for coordinating front-desk activities of co-workspace and providing an overall welcoming environment for visitors.

Job Duties:

- Welcome visitors and attend to their queries in a warm and friendly manner
- Respond to queries via email and phone on a day-to-day basis, and attend to incoming and outgoing correspondences promptly
- Ensure messages are passed to the relevant department and/or person on a timely basis
- Maintain records of visitor inquiries and correspondences
- Listen to visitor complaints and attend to them diligently
- Ensure reception area and all common areas of co-workspace is clean and tidy, with stationaries and supplies stocked
- Maintain co-workspace security by maintaining visitor logs
- Assist in all other administrative tasks related to co-workspace including, scheduling meetings, organizing, and filing documents and attending to co-workspace hotline

Additional Responsibilities:

- Perform other work-related duties assigned by the Business Center Corporation.