

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 correspondence 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 are 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
- Collaborate with relevant teams to address facility-related issues promptly.
- Assist in organizing and coordinating events, programs, and activities hosted within the SEED
- Collect and analyze visitor feedback to contribute to continuous improvement.
- Send weekly performance report of SEED to the supervisor every week.

Additional Responsibilities:

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