

VACANCY: Receptionist – The Icon

Lion Global, member of Imperio Group, is broad-spectrum property management service provider that is committed to providing exceptional services to their customers.

The Icon Limassol, is a high-rise residential building located in the heart of Limassol's Tourist Area, just 100 meters from the sea. It comprises of 1-4 bedroom residences that are either used by their owners or rented out to guests.

The Receptionists will be responsible to welcome guests, perform check-in and check-out with guests, deal with guests' queries, provide prompt and professional customer service to guests and ensure customer experience satisfaction.

Main Duties & Responsibilities:

- Welcome and greet guests/tenants.
- Answer the phone and make reservations, take and distribute messages or mail and redirect calls.
- Inform guests of apartment rates and services.
- Register and check in guests and allocate their apartments.
- Deliver apartment keys and direct guests to their apartments.
- Receive and transmit messages for guests and owners
- Retrieve mail and packages for tenants and owners.
- Liaise with necessary staff including housekeeping and maintenance team to address any problems or complaints made by tenants or owners.
- Inform housekeeping when rooms have been vacated and are ready for cleaning.
- Act as the point of reference for tenants or owners who need assistance or information and attend to their wishes and requirements.
- Respond to complaints and find the appropriate solution.

Knowledge and Experience:

- High School Diploma or Qualification in Office Administration/Hospitality Management.
- Experience in customer relationship and hospitality management at least 6 months.
- Strong working knowledge of relevant computer software including MS Office and booking and payment systems(visa).
- Proven experience in front office management.
- Outstanding customer services skills, professional verbal & written communication skills in Greek and English.
- Knowledge of Russian languages will be considered an advantage.
- Strong interpersonal and problem-solving abilities.
- Highly responsible and reliable.
- Ability to work well under pressure in a fast-paced environment.

We offer:

- Attractive remuneration package + 13th salary.
- Shift vary from 08:00 a.m. to 10:00 p.m.
- 21 Paid Annual holiday leaves.
- 5-day job.
- Bonus based on performance.
- Be a part of a pleasant and friendly working environment.

How to Apply:

If you are interested in this position, please submit your CV via the following link: <https://www.lionglobal.eu/careers/>

All applications will be treated in the strictest confidence.