Front Desk Reception, Hospitality & Facilities Support
New York Office

Job Function:

Responsibilities include reception desk and facilities support, such as maintaining corporate office environment and associated facilities systems. This position involves heavy customer service and interaction with professionals at all levels both internally and externally. This individual must respond and follow-up to all requests in a timely and efficient manner, and must be able to multi-task and become familiar with conference room equipment including but not limited to video conference, laptops, and audio (Crestron).

Key Responsibilities:

1)   Reception, Hospitality & Conference Room Services

- Working with reception desk lead, provides reception coverage at main reception desk – answer main phone number, assist in scheduling conference rooms, greet & assist guests and perform other duties as requested.

    o   Schedule conferences and assist with set-up/breakdown

- Perform security related tasks i.e. set-up ID badges and guest passes.

- First line of support for use of A/V & VC equipment, support and trouble-shoot issues as necessary – NYC & branch offices.

    o   Provide training for internal staff on proper use of equipment

    o   Maintain technical & user documentation

    o   Perform weekly checks of all A/V & VC equipment to confirm in good working order, reports issues to facilities coordinator, notifies reception as necessary

- Conference room laptops – maintain inventory of all conference room laptops (coordinating with IT) in good working order, manage laptop loaner process for meetings.

    o   Manage inventory

    o   Provide support to all North American offices

- Serve as back-up to Hospitality Associates as required,

- Event support – schedule, assist with planning and support as required scheduled events. This includes business hour and after business hour support.

2)   Property & Corporate Services - PCS (Facilities)

- Assists with maintenance of the facility. Responds to user requests for service and with reported problems. Enters tickets into building management system as necessary. Responds to users, monitors corrective actions and informs users when work is completed.

- H/V/A/C - responds to service requests to adjust air flow, temp balancing for areas/rooms/ etc.; provides system & administrative back-up to facilities coordinator.

- Respond to and close Facility tickets/email requests.

- Monitor office related inventory & supplies; notify facilities coordinator when inventory & supplies need to be re-ordered.

- Assist with office moves.

- Performs & assists with other tasks and special projects as required or as assigned.

3)   Telephony

- Provide back-up support to system administrator for Mitel telephone systems in NYC and branch offices (US & Canada).

- Provide back-up support to branch offices (for example: programming changes, telephone set-up, trouble-shooting).

- Provide support for mobile devices and "Bring Your Own Device" policy ("BYOD").

4) Security

- Provide back-up to Facilities Coordinator in administering Rothschild security system.

5) PCS Administration

- Process invoices for PCS team.

- Process expense reports as required.

- Other duties as directed.

Qualifications:

Basic Qualifications:

- 2 - 4 years of prior relevant experience in corporate environment (or commensurate experience in armed services or local police department)

- Strong computer aptitude with knowledge of Microsoft Office - Word, Excel, PowerPoint - and ability to learn new technology as needed

- Must be able to multi-task while maintaining communication & eye contact with visitors and other staff

- Excellent oral and written communication skills

- Dependable and detail oriented

- Strong service orientation and organizational skills

- Self-starter and resourceful team player

- Ability to work well under pressure

- Ability to lift up to 30 lbs.

Preferred Qualifications:

- Bachelor's Degree

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