



Virtual Receptionist - Work from Home

ReceptionHQ,
Customer Service - Call Centre
Full Time - 37.5 hours
£13.298 Per Hour (£25,932.66 Per Year)

Do you have what it takes to be a world-class Virtual Receptionist working remotely from your home office?

ReceptionHQ is a global multi-award-winning company with a great culture. You may have already spoken to one of our Receptionists at ReceptionHQ without realising it.

We handle calls on behalf of hundreds of businesses, providing that all-important human contact for customers. Our telephone answering service includes message-taking and appointment scheduling, all built and delivered on a cloud-based platform serving clients globally.

We provide our clients with the professional image of a true receptionist experience ... no more answering machines or unreliable voicemails! We keep costs to a minimum and save our clients time and money.

As one of our Virtual Receptionists you will be a vital cog in the ReceptionHQ model. Not only will you represent ReceptionHQ to our clients, but you will also be representing those clients too.

An exciting opportunity exists to join us working from the comfort of your home office.

Training will then take place online.

We operate 5 days a week, Mon-Fri.

Hours: 09:00am to 5:30pm.

What you will be doing

- Professionally handling inbound calls for our clients
- Promptly and efficiently taking and relaying messages to clients, while providing a positive first image of the company.
- Offering a warm phone presence, generally smiling and being friendly and helpful, while always being aligned to our culture and company values

To be considered for this role you must possess the following attributes:

- Someone with prior experience working in a busy contact centre or receptionist setting, such as medical reception, would be highly regarded.
- Excellent speaking voice and telephone manner, common sense (and lots of it!), a sense of humour and a resilient nature always helps.
- Intermediate to advanced PC skills and experience with online technologies eg Office 365, Microsoft Team's and eLearning platforms, is essential.
- Minimum typing speed of 45 words per minute.
- Attention to detail and accuracy (sound spelling skills).
- Desire for ongoing learning.
- Adapt and adjust to changing work environments.
- Reliable team player with a helpful and positive attitude.
- Take pride in the quality of your work in providing a positive client experience.

What you will need

• Home Office Environment

- Safe, quiet and private designated workspace (desk or table), free of distractions
- Designated office chair
- Adequate lighting.

• Equipment Requirements

- Operating System: Minimum Windows 10 (ability to update to Windows 11) or Mac Big Sur
- Browser: Up to date version of Google Chrome
- CPU Specifications: Intel i5 or Ryzen 5
- RAM: 8GB
- Monitor Specification: Minimum screen size of 19 inches diagonally.
- Screen Resolution: Minimum 1920 x 1080

- Headset: Supplied headset by the company
- Ability to obtain a landline number from your ISP.

- **Internet Requirements**

- Home standard Broadband is minimum requirement.
- Hard-wired connection to your modem/router.

What we will provide

- Salary: £25,932.66, plus bonus
- Flexible working arrangements (with consultation)
- 25 days paid holiday, plus 8 Bank Holidays
- Online initial training and ongoing up skilling to enhance your career.
- In times of need - access to our Employee Assistance Program
- Ongoing coaching and development
- Monthly one-on-ones
- Quarterly team meetings
- Social events

If you feel that you have these attributes and you live in the UK please do get in touch, we'd love to hear from you.

Applications must be accompanied by a *separate covering letter*.

Send to employment@receptionhq.co.uk