

FRONT OFFICE EXECUTIVE / RECEPTIONIST

Location: Moshi, Pune | Job Type: Full-time | Experience: 01-05 Years (Freshers will also be considered) | Industry: Real Estate, Construction | Gender: Female, Male

About Us

Kumar Properties Lifespaces Pvt. Ltd. is one of India's most trusted and respected real estate brands, with a rich legacy of over 58 years in shaping urban landscapes. Headquartered in Pune, we have successfully delivered more than 35,000 satisfied homes and numerous commercial landmarks across key locations.

Our commitment to quality construction, timely delivery, and customer satisfaction has earned us an unmatched reputation in residential and commercial real estate. At Kumar Properties, we don't just build spaces — we craft enduring lifestyles.

The Opportunity

Front Office Executive will be the first point of contact for a company, responsible for managing the front desk, welcoming visitors, and performing a variety of administrative tasks to ensure smooth office operations.

Key Responsibilities

- **Visitor Management:** Greet and welcome guests and clients in a professional and friendly manner, directing them to the appropriate person or department.
- **Communication Handling:** Answer, screen, and forward incoming phone calls, and manage incoming and outgoing mail, emails and documents / packages / courier etc ensuring the deliveries to the appropriate department.
- **Sales Support:** Support the Sales Team, manage customer walk- ins and inquiries, handle digital enquiry form ensuring they are filled correctly, direct the customers to the appropriate Sales Person, bridge up the gap between initial contact and Sales Team, schedule appointments if required and perform administrative tasks.

- **Administrative Support:** Perform various clerical duties, managing In /Out Logs (company employees), Courier / documents and assist other departments as needed, Handle Stationary requirements etc.
- **Coordination:** Coordinate with other departments like housekeeping and maintenance.
- **Office Maintenance:** Ensure the reception area is tidy and presentable, monitor and order office supplies, and keep an inventory of stock.
- **Security & Procedures:** Maintain office security by following safety procedures, controlling access via the reception desk and managing visitor logs.

Required Qualifications

- **Education:** Any Graduate, degree in Office Management, Business Administration, or Hospitality is often a plus.
- **Experience:** Proven work experience as a receptionist, front office representative, or in a similar role is typically required. Real Estate experience will be an added advantage. **Freshers with a zest to learn and grow will also be considered for this role.**
- **Technical Skills:** Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and hands-on experience with office equipment (printers, fax machines, etc.) is required.

Essentials

- **Communication:** Excellent verbal and written communication (Hindi, English and Marathi) and interpersonal skills are crucial for interacting with clients and colleagues. Ability to speak clearly, listen actively, and communicate politely in person and on the phone.
- **Organizational:** Strong organizational, time-management, and multitasking abilities are necessary to manage competing priorities and ensure efficiency.
- **Professionalism:** A professional attitude as the front office executive is the "face" of the company.
- **Customer Service:** A strong customer-oriented approach to ensure guests and visitors feel comfortable and valued.
- **Warmth and Friendliness:** A natural, welcoming attitude with a genuine smile that makes guests feel valued.
- **Impeccable Grooming:** Pleasing personality, maintaining a neat, professional appearance (proper attire, good posture etc) is essential.

- **Calmness and Patience:** The capacity to stay composed, empathetic, and professional, especially when handling complaints, difficult guests, or high-pressure situations.
- **Proactive and Helpful Attitude:** A proactive, "can-do" spirit with a strong desire to assist guests and anticipate their needs.
- **Professional Etiquette:** Displaying good manners, courtesy, and diplomacy at all times.