

PR/118709 | Receptionist (Japanese Speaking)

Job Information

Recruiter
JAC Recruitment UK

Job ID
1607827

Industry
Logistics, Storage

Job Type
Permanent Full-time

Location
United Kingdom

Salary
Negotiable, based on experience

Refreshed
November 24th, 2026 01:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
Associate Degree/Diploma

Visa Status
No permission to work in Japan required

Job Description

【Role Purpose】

- The Receptionist is responsible for providing a professional, welcoming, and efficient front-of-house service, acting as the first point of contact for visitors, clients, and employees.
- The role helps ensure a positive visitor experience through excellent customer service, maintaining a professional reception area, and supporting the smooth day-to-day operation of the office.
- The Receptionist also supports office security and internal communications by managing visitor access, handling telephone enquiries, coordinating meeting room bookings, and maintaining accurate administrative records in accordance with company policies and relevant regulatory requirements.

【Key Responsibilities / Accountabilities】

- Act as the first point of contact for all visitors, providing a professional, friendly, and welcoming front-of-house service.
- Meet and greet visitors, ensuring they are signed in, issued with access passes where required, and directed or escorted appropriately.
- Maintain reception coverage during office hours, ensuring a consistently professional and welcoming environment.
- Answer, screen, and forward incoming telephone calls promptly and professionally, taking accurate messages when required.
- Manage meeting room bookings, including scheduling, coordination, setup, and ensuring rooms are prepared and presentable.
- Arrange and coordinate couriers, deliveries, and collections, including tracking and notifying recipients of important packages.
- Receive, sort, and distribute incoming mail and manage outgoing correspondence, ensuring confidential items are handled securely.
- Maintain a tidy, organised, and professional reception and front-of-house area, including monitoring supplies and general upkeep.
- Order office supplies and stationery, monitor stock levels, and liaise with suppliers where necessary.
- Maintain accurate records and logs, including visitor registers, access passes, and administrative documentation.
- Organise and create building access passes for new employees and visitors, ensuring security procedures are followed.
- Support hospitality requirements, including refreshments and catering arrangements for meetings and visitors.
- Ensure meeting rooms are configured as required and carry out visual checks to confirm readiness.
- Maintain confidentiality, discretion, and professionalism in all interactions, adhering to data privacy and security procedures.
- Follow emergency procedures and support visitors and employees calmly during incidents or emergency situations.
- Provide cover for other facilities or office support functions when required.
- Undertake additional duties as directed by management.
- Maintain and update statutory and administrative records in line with internal policies and applicable regulatory requirements, ensuring accuracy and compliance.

【Qualifications / Experience Required】

- Previous experience in a reception, front-of-house, or customer service role preferred.
- Strong IT skills, including proficiency in Microsoft Office applications (Word, Excel, Outlook).
- Experience working in a professional office environment and handling confidential information.
- Customer Service, Business Administration, or equivalent qualifications are desirable but not essential.
- Strong organisational skills with the ability to prioritise workload and manage time effectively.

We regret to inform that only shortlisted candidates will be notified. Thank you for your understanding.

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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Company Description