

JOB DESCRIPTION – FRONT OFFICE RECEPTIONIST

Company: Gaptch Solutions Limited

Location: Nairobi, Kenya

Employment Type: Contract

1. Position Overview

The Front Office Receptionist is responsible for managing the company's front office operations and serving as the first point of contact for clients, fleet operators, corporate partners, government representatives, and service providers.

Given the technical and client-focused nature of Gaptch Solutions Limited (Vehicle Tracking, Fleet Management, Fuel Monitoring, and Speed Governor Solutions), the role requires professionalism, confidentiality, strong communication skills, and the ability to coordinate closely with the Sales, Technical, and Accounts departments.

The position supports operational efficiency by ensuring smooth communication, accurate follow-ups, organized administrative processes, and a clean, welcoming office environment.

2. Key Duties and Responsibilities

2.1 Front Office & Client Reception Management

- Professionally receive, welcome, and assist walk-in clients, including corporate fleet managers and government representatives.
- Answer, screen, and direct incoming calls promptly and accurately.
- Manage official company inquiries and redirect technical queries to the appropriate department.
- Maintain the visitor register and enforce company access control procedures.
- Coordinate meeting room bookings and ensure preparedness before scheduled meetings.
- Ensure the reception area always reflects the company's professional standards.

2.2 Client Communication & Follow-Up Coordination

- Conduct follow-up calls regarding:
 - Vehicle tracking installations
 - Fuel sensor calibration appointments
 - Speed governor installations
 - Service and maintenance visits
 - Customer satisfaction feedback
- Escalate urgent operational or technical issues to the Technical or Operations Manager.
- Support the Sales team in tracking leads and confirming appointments.

2.3 Documentation Support

- Maintain organized filing systems (physical and digital).
- Any other duty assigned by the administrator.

2.4 Office Cleanliness & Workplace Standards

- Ensure reception and common areas remain clean, organized, and professional.
- Maintain cleanliness of meeting rooms and ensure readiness before client visits.
- Keep the kitchenette and front office area tidy.
- Coordinate with cleaning service providers where applicable.

- Ensure washrooms and shared facilities are maintained to company standards.

2.5 Hospitality & Office Support Services

- Prepare tea, coffee, or water for clients, partners, and management during meetings.
- Ensure refreshments are adequately stocked.
- Maintain cleanliness and organization of the kitchen area.

3. Compliance & Confidentiality

The Front Office Receptionist is required to:

- Maintain strict confidentiality of client data, fleet information, and company records.
- Adherent to company policies on data protection and information security.
- Uphold professional ethics when handling government or corporate fleet accounts.
- Comply with internal operational and administrative procedures.

4. Qualifications & Experience

- Diploma or Certificate in Business Administration, Office Administration, Customer Service, or related field.
- Minimum of 1–2 years' experience in a corporate front office or administrative role.
- Experience in a technical, automotive, or fleet-related company is an added advantage.
- Proficiency in Microsoft Office applications.
- Basic understanding of CRM systems is desirable.

5. Key Competencies & Skills

- Excellent verbal and written communication skills.
- Strong customer service orientation.
- Professional presentation and conduct.
- Organizational and multitasking abilities.
- Attention to detail and accuracy.
- Ability to work under minimal supervision.
- High level of integrity and discretion.

How to Apply

Interested candidates should submit:

- Updated CV
- Copies of relevant certificates and testimonials
- Names and daytime contacts of at least two referees
- Current and expected salary

Send applications to: recruitmentgaptech@gmail.com

Application Deadline: 30th April 2026

Note: Only shortlisted candidates will be contacted. Canvassing will lead to automatic disqualification.