

Front Office Executive

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Company: Sodexo India

Location: Sahibzada Ajit Singh Nagar

Category: other-general

Position Title: Front office Executive

Reports To: Site Manager / Unit Manager

Location: Mohali (Punjab)

R o l e D e s c r i p t i o n :

Responsible for coordinating all work requests coming in through e-mail, phone or any other

form of communication regarding the services provided to the client by Sodexo

Key Responsibilities

Collaborate with other members of the Sodexo on-site team, to dispatch as well as collect the work orders established after receiving a request through mail/phone/paper.

- Collect all closed work orders to close the calls.
- Produce reports based on the data collected, through produced work orders, for Sodexo and the Client
- Receive and answer all incoming calls/mails/papers reporting complaints or work requests
- Log in the call through the software, which in term generates work orders

Set up reports with all collected data coming from the work orders for the Client as well as for Sodexo for controlling, transparency and information purposes

- Maintain the helpdesk work area and equipment in a clean and orderly condition following all prescribed regulations
- Maintain the confidentiality and security of all data and information relating to the facility
- Maintain professional appearance at all times

Qualification :

Any Graduate

- Excellent knowledge of Word and Excel
- Excellent customer service skills
- Excellent communication skills
- Ability to deal with various types of people
- Effective time management skills
- Ability to work under pressure

Interested can share resume at sona.bhardwaj@sodexo.com

Additional information:

Frequency:Per month

Employment typeFull-time

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