**Receptionist Administrator**  
Dickins Edinburgh Ltd - Edinburgh EH3

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| Dickins Edinburgh Ltd are looking for a friendly, highly organised **Receptionist/Administrator**. We were established in 1998 and let lovely homes in Edinburgh from 3 nights up to 6 months from our office on Dundas Street. We have an excellent reputation and we pride ourselves on our customer service and high standards.  Our **Receptionist/Administrator** will often be the first point of contact for guests and owners and so positive first impressions are crucial. You will be polite and friendly; customer service is key in this role. You’re confident. You’ll be dealing with a variety of people, including international guests, so your communication will be adaptable. You’ll be consistently clear and concise. You’ll have the maturity to communicate well with a broad range of personalities. You will answer the phone, manage enquiries and redirect calls to the relevant person. You’ll meet and greet people that come into our office.  You’ll be responsible for key management. You’ll assist our Sales Manager with booking enquiries and assist our Operations Manager too. Ours is a busy environment and you’ll always find solutions not problems. You’ll need to be flexible and to prioritize issues as they happen.  You know Edinburgh well. You need to be extremely organised as the business is growing and we are very busy. This is a fast-paced environment and there is no room for error. This role requires exacting attention to detail. You have energy and enthusiasm and it will be beneficial if you love gorgeous homes.  We are a small team with big ideas. As we are a small team, you need to be flexible as the role will also involve other day to day duties related to the business. At Dickins it is rare for two days to feel the same and working for us provides an enjoyable and varied working environment. Dickins is a busy, happy, friendly office, where a sense of humour is appreciated and where the hard work of staff is appreciated and where ideas and input from staff is valued and encouraged.  **Key Responsibilities:**   * Answering all calls and redirecting them to the relevant person * Meeting and greeting guests * Managing enquiries * Coordinating keys for guest move in and outs. * Key management for trades * General administration and filing. * Working closely with and supporting other members of the Dickins team. * Reporting to the Managing Director, Louise Dickins   **Experience and Skills**  **To apply for this role you should be/have:**   * Friendly, polite and enthusiastic. * The ability to communicate with a variety of people in a clear and concise way * The maturity to deal with a broad range of personalities * Extremely organised with the highest levels of attention to detail * Energy and a positive, can-do attitude to life * The ability to be flexible, effective and approachable and to fit in with our small team. * The ability to stay calm under pressure in a busy environment. * At least 2 years working experience * A good knowledge of the geography of Edinburgh. * A happy disposition and an enterprising and enthusiastic outlook   Salary £18,000 to £22,000 depending on experience.  If you’d like to apply to be our Receptionist/Administrator, please email Louise Dickins at [louise@dickins.co.uk](mailto:louise@dickins.co.uk) for an application form. |