

Receptionist

Location: Kirkwall, Orkney
Position Type: Full-time / Part-time
Salary: Competitive, subject to experience

About the Role

We are looking for a professional, friendly, and highly organised receptionist to be the first point of contact for clients visiting our firm. As the face of our legal and estate agency services, you will play a key role in creating a welcoming environment while ensuring efficient handling of enquiries and appointments.

This role requires excellent communication skills, the ability to manage multiple tasks with discretion, and a proactive approach to client service.

Key Responsibilities

- **Front of House:** Greet clients warmly and professionally, ensuring they feel welcome and directing them to the appropriate solicitor or department.
- **Call & Enquiry Handling:** Manage phone and email enquiries, providing information about our legal and estate agency services and directing clients to the appropriate team member.
- **Estate Agency Support:**
 - Schedule and arrange property viewings.
 - Obtain and record feedback from property viewers, keeping sellers informed.
 - Provide administrative support to the Property Department as needed.
- **Appointment & Diary Management:** Organise client appointments and maintain accurate records.
- **Confidentiality & Discretion:** Handle sensitive client information with the utmost care and professionalism.

Key Skills & Experience

- Previous experience in a reception, administrative, or customer service role preferred.
- Excellent communication and interpersonal skills, with a friendly and professional manner.
- Ability to multitask and prioritise in a fast-paced environment.
- Experience with Microsoft Office and CRM systems would be advantageous, but training will be provided.
- Strong attention to detail and ability to handle confidential information appropriately.

How to Apply

To apply, please submit your CV and a cover letter outlining your relevant experience to rob.learmonth@lowsorkney.co.uk