

meet and greet manager responsibility overview (sample)

Position title:	Meet and Greet Manager
Reports to:	Business Owner/Team Leader
Key purpose:	To achieve predetermined objectives complying with the company values.

key task	expected standards	evaluation
Commit to an ongoing training and education program, including the ireviloution intelligence systems and training program.	A highly organized, goal-oriented person with strong administrative, literacy, computer and organizational skills.	Meet monthly to monitor results to ensure satisfied clients and compliant portfolio.
Commit to and communicate our agency's mission statement, client service standards, and code of client service to all clients.	All clients will know our agency's prime objective and company values.	Client feedback. Managing Director's survey results.
Ensure all tasks and activities are carried out in accordance with ireviloution intelligence systems and training.	Appreciative and enthusiastic clients. Administrative support to the Portfolio Manager, Management Consultant, Leasing Consultant and Team Leader as assigned.	Meet monthly to monitor progress. Market knowledge and client feedback. Systems, policies and processes knowledge and application.
Ensure all clients who contact the agency either by phone, visiting the agency (walk-in) or via email or written communication are treated with courtesy, professionalism and respect in accordance with agency policies and procedures.	Clients feel respect and enthusiasm for the agency and our services. Clients feel welcome and are engaged. Clients have a feeling of belonging and a strong feeling of wanting to use only the services of our Agency. Clients talk about our Agency and services in a positive and enthusiastic manner.	Client feedback. Meet monthly to monitor results to ensure satisfied clients and compliant tasks.
Ensure all clients who leave messages have their calls and enquiries responded to within the time frame advised. Audit messages daily.	Our Agency never receives calls from clients who have not had their call returned and question responded to within the time frame provided to them.	Client feedback. Meet monthly to monitor results to ensure satisfied clients and compliant tasks.
Develop and continue to enhance skills and knowledge required for future promotion to property management coordinator role.	Continuous improvement and advancement of property management skills and knowledge. Gain property management required certification for licensing and driver's license.	Meet monthly to monitor progress. Tasks are up to date, accomplished consistently, completed in the required time and compliant.
Continue to improve and develop property management and legislative knowledge and skills.	All assigned administrative tasks and trained portfolio tasks are completed within the minimum action performance standards and key analysis performance indicators are achieved consistently.	Meet monthly to monitor results. Recurring clients who are 'Clients For Life'.

Knowledge and skill requirements:

1. Advanced customer relation and service skills
2. Advanced phone and reception skills
3. Superior administrative skills
4. Superior literacy skills
5. Advanced computer skills
6. Superior numerical skills
7. Intermediary communication skills
8. Advanced organizational and time management skills
9. Superior principles of goal setting
10. Advanced ability and willingness to learn and advance

Attitude/personality requirements:

1. Strong desire to deliver superior client service
 2. Focus and determination
 3. Relate well to people
 4. Work independently and in team environment
 5. High standard of ethics
 6. Commitment to ongoing training
 7. Adaptable to change
 8. High standard of presentation and care
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