

Job Title – Front Desk Coordinator

Reports to – General Manager

Location: Nad Al Sheba, Dubai

Type: Full-time

Job Objective:

This position involves managing the day-to-day operations of the reception area, including handling workshop registrations, exhibition inquiries, knowledge in retail and membership calls. It also includes providing administrative support to management and members. A crucial part of this role is maintaining accurate data for memberships, workshops, and art supplies. This is achieved by managing the art supplies and merchandise stores and utilizing inventory management systems. And any other duties as and when requested by the General Manager.

Roles & responsibilities:

Managing reception:

- Greeting visitors and managing their sign-in and sign-out process.
- Registering visitors on the Tashkeel database.
- Handling general inquiries from members and visitors.
- Answering the telephone and transferring calls to the relevant personnel.
- Booking courier and taxi services for management, members, and visitors.
- Managing bookings for the incubators, Laser Cutter, and other equipment hire.
- Ordering office supplies.
- Responding to inquiries sent to tashkeel@tashkeel.org within 24 hours and forwarding them to the appropriate personnel.
- Ensuring the store cupboard is accessible and tidy.
- Providing a complete and accurate handover of daily tasks to the fellow receptionist at the end of each shift.

Workshop Coordination

- Following up on workshop participant registrations and payments as needed.
- Issuing invoices to workshop participants when required.
- Monitoring workshop participant registrations, cancellations, and attendance.
- Informing the Accounts department of any workshop participant cancellations.
- Providing weekly workshop registration status updates to both the Accounts and Studio teams.
- Contacting registered participants via email and phone two days before the workshop to confirm their attendance.
- Scanning workshop evaluation forms and accurately inputting the data into the workshop evaluation spreadsheet.
- Sharing workshop participant contact data and future workshop preferences with the Marketing & Sales Manager.

Exhibition Calls

- File all exhibition entries sent to submission@tashkeel.org into a designated folder on the server
- Acknowledge receipt of their entries to all applicants
- As requested by the Studio team, please inform all applicants of the status of their submissions.

Tashkeel Gallery Coordination

- Ensure an adequate supply of catalogues for visitors
- Brief visitors on exhibition, and answer basic questions as instructed by Marketing & Sales Manager
- Provide prices and catalogues to visitors
- Direct sales enquiries to Marketing & Sales Manager (if unavailable, collect visitor contact details)
- Assist with artwork deliveries, ensuring all paperwork is completed and records are updated
- Assist with artwork collections, ensuring all paperwork is completed and records are updated
- Ensure that delivered items and items for collection are stored securely.
- Direct / encourage visitors to sign the comment book
- Forward inquiries and comments to relevant personnel
- Monitor daily visitor numbers to the exhibition and provide weekly updates
- Ensure the exhibition is fully functioning as briefed by management
- Report any exhibition malfunctions to management

Membership Coordination

- Ensure all members sign in and/or use access cards upon entry.
- Maintain accurate and current records of all members
- Issue timely membership renewal reminders
- Process membership renewals, new member registrations and payments efficiently
- Activate new membership cards
- Update member's details (including renewal, expiry dates and contact information) on software file.
- Issue statement of account and invoices to members as and when required

Tashkeel Art Supplies Store Coordination

- Holding the store key
- Conducting regular inventory checks
- Informing the Accounts office about stock levels of each item
- Assisting the Studio team with local searches for requested items.
- Accompanying members to store for purchases and processing payments

Tashkeel Merchandise Coordination

- Processing payments
- Ensuring the display is tidy and full stocked.
- Requesting replacement stock from the Accounts team

Required Skills & Qualifications:

- Diploma or Equivalent or bachelor's degree
- Strong communication and interpersonal skills.
- Experience in Retail shop is an advantage (Physical, online & offline)
- Ability to remain calm and professional in challenging situations.
- Strong multitasking and time management abilities.
- Comfortable working flexible shifts.
- Proficient in using MS Office (Word, Excel, PowerPoint etc)
- Basic Accounting Knowledge (maintaining invoice & receipts, handling petty cash, Debit and Credit card, income earnings etc)
- Well-spoken in English & Arabic

Our Offer:

- Residency Visa
- Competitive salary
- Company health insurance
- Training and professional development