

## **Break Cover/Patrols**

### **Job Purpose**

We are seeking an individual with customer service experience, to provide our 5-Star service delivery whilst maintaining a subtle, yet visible security presence within a newly built prestigious development in Mayfair, London.

The successful candidate (SIA/CCTV licensed) will be responsible for providing break cover, building/site patrols, maintaining a corporate image and high standards of professionalism.

This is a full-time role, working 4 on 4 off rotation of days (07.00 – 19.00hrs) & nights (19.00 – 07.00hrs).

We offer a competitive rate of pay and you will be entitled to 28 days holiday per annum including bank holidays.

At Croma PROception we pride ourselves in offering an exemplary welcome to our clients, combining the three key disciplines of reception, concierge and security.

### **Key Responsibilities**

- Provide sufficient break cover during the course of the day/night
- Carry out regular building/site patrols
- Provide a prompt, polite and warm welcome to all visitors
- Provide a consistent professional service at all times
- Communicate visitor/client arrivals to the relevant person promptly
- Contractor/visitor management
- Handle all incoming telephone calls and enquiries in an efficient and sincere manner
- Be seen as a visible customer focused professional and come out from behind the desk to greet occupiers where possible
- Provide concierge services e.g.: booking of taxis on behalf of clients/PROception employees
- Ensure all fire exits are kept clear and Health & Safety issues are reported
- Ensure all landlord contractor access is pre-authorized and in accordance with risk assessment/permit to work conditions
- Cover the Control room breaks and provide CCTV Monitoring
- Operation and management of the 3T docking system in the Loading bay
- Cover Back of House reception breaks
- Carry out all Back of House tasks effectively as and when required
- Key Management
- Management of access to cycle store as required
- Ensure cycle store is kept clean and tidy with any issues reported to the Security Manager
- Assist Occupier Services Management to oversee access arrangements for occupier fit-outs ensure they adhere to site rules and procedures

- Maintain a high level of security at all times

### **Person Specification**

- Professional, highly driven, flexible, enthusiastic, proactive, self – motivated team player
- Previous experience in a customer service facing role
- Excellent interpersonal skills and the ability to interact with people at all levels
- Immaculate presentation
- Holds a naturally friendly personality with an honest smile
- Clear, concise and confident communication skills which are customer service orientated with a very keen eye for detail
- Maintain and practice a high degree of confidentiality at all times
- Computer literate
- Banksman trained
- SIA/CCTV licence holder

If you are interested in applying for the position please e-mail your CV to [catreona.archibald@cromaproception.com](mailto:catreona.archibald@cromaproception.com)