

Role Purpose:

To manage front-desk reception duties, coordinate visitor access, support security operations, and ensure proper communication between visitors, guards, and internal teams.

1. Start of Work (Daily)

1. Arrive at the office on or before 8:00AM
2. Clock In using the biometric system (Level1)
3. Proceed to the Ground Floor Work Station
4. Check the following for updates and instructions:
 - Office email (receptionist@glorygroup.png)
 - Whatsapp messages related to guards (personal number)
5. Submit daily list of expected visitors to the Main Gate (if there's any)

2. Visitor Management & Reception

1. Receive visitor notification via email containing:
 - Visitor name(s)
 - Date of visit
 - Time of arrival & Expected End
 - Vehicle plate number
 - Purpose of visit
2. Forward visitor details to Main Gate guards on the same day (morning or on or before the scheduled visit).
3. Upon visitor arrival:
 - Meet visitors at LG3
 - Assist with lift access
 - Direct visitors to the correct host/meeting location
 - Update the Visitor monitoring log. (No visitor ID passes are issued)
4. After the meeting, assist visitors back to LG3/Carpark

3. Access Control

1. Coordinate and follow up on access requests

4. Telephone & Radio Communication

- Telephone and Radio are operational. Currently on standby and not actively used.

5. CCTV Monitoring

1. Monitor CCTV feeds covering Main Gate and Lift
2. Report any suspicious and unusual activity immediately to the Security & Operations Manager

6. Email and Communication Handling

1. Regularly monitor official security admin email
2. Respond to emails/ escalate if required

7. Administrative Duties

1. Update Visitor Log Registry regularly
2. Daily, Weekly & Monthly report (Visitor Log Registry) is submitted to Manager upon request

8. Incident/ Emergency Response

1. Immediately alert the Security Team and Manager of any security risk or incident
2. Report Incidents using the Aspen Incident Module
3. Ensure details are accurate and complete

9. Customer Service and Professional Conduct

1. Provide professional and courteous service to all visitors and third parties
2. To-date, no internal employee assistance been required; role focuses on external visitors

8. End of Work

1. Prepare and update the daily visitor log/report
2. Check and ensure all visitor and access records are accurate and complete
3. Complete and submit the timesheet