

GUEST LIAISON/RELATIONSHIP COORDINATOR



We are seeking a **Guest Liaison/Relationship Coordinator** to join our team on a full time basis. The person will have a drive to energetically represent our values, brand and company with passion as they welcome and host our head office guests and employees on a daily basis. The role would ideally suit someone with a hospitality or corporate services background with confidence in coordinating relationships.

THE PERSON

- 2-3 years' experience in corporate services or hospitality front of house, receptionist or telephonist roles, who shows maturity and confidence in their work and personal presentation
- Be one step ahead, able to read people and know what they need before they have to ask
- Exudes a pleasant nature with a willingness and desire to assist, and provide a welcoming environment
- Enthusiasm to learn the Wiley way from the team
- Experience with various software packages
- Confidential dealings with information
- Have an eye for detail

THE POSITION

- Responsibility for the smooth, courteous and efficient arrival and departure of our guests
- Attend to Wiley guests and fellow team members with a welcoming approach
- Maintain the branding and core messaging internally and externally
- Assist with arrangements for meetings, correspond with key stakeholders internally and externally using all mediums
- Work independently and within a small team to exceed expectations
- Professionally answer and direct any enquiries
- Bring ideas for improvement and innovative solutions to this role

THE DIFFERENCE

- As a multidisciplinary company in a specialist field, there are opportunities to learn a wide variety of skills
- Projects range from small plant upgrades to multimillion dollar production facilities