

Job Description: Receptionist

About the Al Qasimi Foundation

The Sheikh Saud bin Saqr Al Qasimi Foundation for Policy Research (AQF) is a leading philanthropic organization based in Ras Al Khaimah, United Arab Emirates. The Foundation supports the social, cultural, and economic development of RAK and the wider UAE through research, policy engagement, capacity development, and community programming.

The Al Jazeera Al Hamra Heritage Village is one of the UAE's most significant cultural landmarks. The site preserves and revitalizes the Emirate's tangible heritage through conservation, education, and creative community engagement.

Position Overview

The Receptionist at Al Jazeera Al Hamra Heritage Village serves as the first point of contact for all visitors, partners, and guests. This role is central to creating a welcoming and informative environment that reflects the site's cultural importance and the Foundation's values of hospitality, professionalism, and community engagement.

The Receptionist will handle visitor inquiries, support daily site operations, and assist with administrative and event coordination tasks. The ideal candidate will have excellent communication skills, a friendly and professional demeanor, and a genuine interest in heritage, culture, and the arts.

Key Responsibilities

1. Visitor Reception & Communication

- Greet and welcome visitors warmly upon arrival, ensuring a professional and engaging first impression of Al Jazeera Al Hamra Heritage Village.
- Provide accurate information about the site's history, exhibitions, programs, and upcoming events.
- Respond to public inquiries in person, by phone, email, and social media in a courteous and knowledgeable manner.
- Maintain visitor logs and assist with ticketing, tour bookings, and attendance tracking through the site's systems.
- Manage and update the Tour Calendar, coordinate bookings with the Operations and Education teams, and lead guided tours for visitors and delegations when needed.

2. Guided Tours & Interpretation

- Conduct guided tours for individual visitors, school groups, and delegations in English and Arabic (as applicable).
- Deliver engaging narratives highlighting the cultural, architectural, and historical aspects of Al Jazeera Al Hamra Village.
- Adapt tour content to suit different age groups, interests, and nationalities.
- Ensure all visitors are informed of safety guidelines, site etiquette, and heritage preservation practices.
- Participate in tour guide training sessions (as applicable) and contribute to the ongoing development of interpretive materials.

3. Reporting & Visitor Analytics

- Prepare monthly/ quarterly reports on visitor numbers, including total visitors, group visits, school trips, VIP delegations, and media visits.
- Collect and compile data from the visitor survey, summarize key findings, and share monthly feedback analysis to support service improvements.
- Monitor and respond to Google Reviews and other online feedback in coordination with the Communications team, ensuring timely, professional, and positive engagement.
- Prepare monthly/quarterly reports on Google Reviews, including visitor comments, ratings, and improvement recommendations.

4. Administrative & Office Support

- Manage daily administrative tasks including correspondence, phone calls, deliveries, and filing.
- Assist in preparing reports, notices, attendance sheets, and internal communications for the operations team.
- Support coordination of meetings, training sessions, and logistics for ongoing site activities and events.

5. Event & Program Support

- Assist in organizing and registering guests during cultural events, exhibitions, and school programs.
- Provide front-of-house support, ensuring smooth visitor entry, guidance, and information flow during all events.
- Collaborate with the Arts & Culture, Education, and Communications teams to ensure excellent visitor service and coordination.

6. Site Presentation & Safety

- Maintain a clean, organized, and welcoming reception and information booth area.
- Ensure that all signage, brochures, and visitor materials are up-to-date and neatly displayed.
- Report maintenance or facility-related issues immediately to the Operations Manager.
- Follow all site safety and security procedures, ensuring a safe and pleasant experience for guests and staff.

Candidate Profile

Qualifications & Requirements

- High school diploma or higher; a diploma or certificate in Administration, Tourism, or Hospitality is preferred.
- Minimum 2 years of experience in customer service, front desk, or administrative role.
- Experience in museums, cultural institutions, or tourism settings is an advantage.

Skills & Competencies

- **Excellent communication and interpersonal skills** – able to interact with visitors from diverse backgrounds.
- **Customer service orientation** – warm, professional, and responsive.
- **Administrative and organizational skills** – efficient in handling multiple tasks.
- **Computer literacy** – proficiency in MS Office (Word, Excel, Outlook); experience with booking or visitor management systems is a plus.
- **Cultural Sensitivity & Diplomacy** – Ability to navigate diverse cultural and institutional contexts.
- **Language Skills** – Fluent in English and Arabic.

Compensation & Benefits

- Competitive, tax-free salary,
- Healthcare benefits
- Professional development opportunities
- Full-time two years renewable Contract

Application Requirements

Candidates must provide:

- CV
- Cover Letter
- Relevant Certifications