



The new skills framework of Desk Receptionists: Introducing the Repository of Skills

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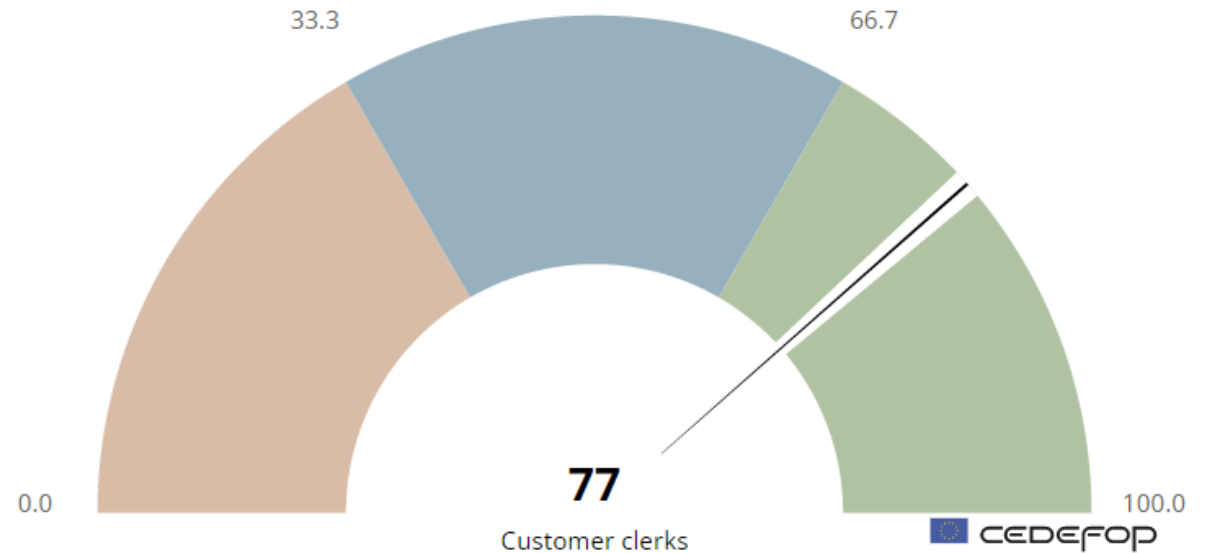
Tuesday, June 27th 2023, [Titania Hotel](#)



Why now? Recorded European need

The dynamic of desk receptionists is obviously empowered and it is evident that the front desk receptionists should be supported and trained in order to correspond to the updated professional European profile.

Future job prospects of Customer clerks in EU27 in 2020-2030



Future job prospects for Customer clerks in EU27 over the period 2020-2030 is 77.

Dataset Cedefop Skills Forecast
Source Cedefop
Indicator Future job prospects

Why now?

Respond to the impact of the pandemic on the occupational profile of front desk receptionists in LCGCs, which led to the inclusion of new skills required for the delivery of digital services.

Provide LCGCs with a valuable supporting resource for training front desk receptionists to correspond to the new European profile of the front desk officer in a Lifelong Career Guidance Center.



REPOSITORY OF SKILLS OF PROFESSIONALS WORKING IN THE DESK RECEPTION IN LIFELONG CAREER GUIDANCE CENTRES



Project Number: 2021-1-FR01-KA220-VET-7E6DEEF6

How did we develop the new skills framework of Desk Receptionists?

- ✓ **Participatory approach**
- ✓ **Three-step research methodology**

Survey with **38 European professionals** of front-desk reception prior to the implementation of the project

Semi-structured interviews with **managers** and HR representatives of LCGC

Online survey for **desk receptionists**

The results were validated by **82 professionals** in all partner countries

What can you find in the repository of skills?



1. Definition of front desk receptionist in Lifelong Career Guidance Centres



2. Services provided by a front desk receptionist



3. Updated Skills of professionals working in the desk reception in Lifelong Career Guidance Centres

1. Definition of Occupational Profile of Desk Receptionist in LCGC: 3 Dimensions

1st Dimension: broad definition of the occupation of a front desk receptionist.

The occupation of the receptionist falls under the category of Customer clerks and in specific under the client information workers (CEDEFOP).

2nd dimension: specific services

Front desk receptionist is a strategic actor in LCGC with multiple tasks: centralizing information, gathering requests and supervising the reception space.

3rd dimension: new digital services that had been added due to the pandemic

E-customer service, management of digital platforms for administrative tasks, digital cooperation with all departments.

2. Services



WELCOMING



**MANAGING INCOMING
CALLS AND INTERNAL
COMMUNICATION**



**INFORMING END USERS
ABOUT THE SERVICES
PROVIDED IN THE CENTRE**



**MANAGING THE FLOW OF
VISITORS AND DIRECTING
CLIENTS TO APPROPRIATE
LOCATION OR PERSON**



**DECIPHERING END USERS'
NEEDS AND REQUESTS AND
SUPPORT THEM**

Services



Identify proper information



Follow up on the end users



Register requests in digital records and save files



Handling and prioritize incoming requests



Support end users in using digital services



Support end users in filling in documents, forms or CVs templates

Services



Check, sort and forward emails



Manage technical problems



Spatial arrangements



Application and monitoring of safety procedures



Monitor documentation area



Monitor office supplies and place orders when necessary



**Customer
service skills**



**Administrative
skills**



**Technical-
Digital skills**



**Transversal
Skills**

**3. Skills of
professionals
working in the
desk reception
in Lifelong
Career
Guidance
Centres**

Customer Service Skills

○ Visitor Management Skills

- Maintaining a welcoming posture
- Interviewing the user
- Providing a solution adapted to the demand/need and orient the end user
- Developing a pedagogical / didactic approach for visitor management

○ Information Management Skills

- Information flow management
- Analytical and critical thinking skills
- Individualising information for users

Administrative and Technical- Digital Skills

Administrative skills

- Main administrative skills
- Project management skills
- Teamwork skills
- Resource Management

Technical- Digital Skills

- Communicating using digital technologies
- Supporting End Users On Use Of Digital Technologies
- Training / Continuous Training On The Use Of Digital Technology

A pair of hands is shown holding a red string, creating a complex, crisscrossing pattern that resembles a braid or a knot. The string is held taut between the fingers, forming a series of interconnected loops and lines. The background is a soft, out-of-focus grey, which makes the red string and the hands stand out. The overall image conveys a sense of intricate, interconnectedness, which is a metaphor for transversal skills.

Transversal Skills

Transversal Skills 1

- Managing and organizing activities
- Solving problems and reacting to the unforeseen
- Cooperating and fostering cooperation
- Using oral and written communication in one or several languages
- Taking professional, social and cultural norms into account
- Building one's career path
- Developing one's competences and profile
- Self-reflection

○ Resource: https://www.transvalproject.eu/wp-content/uploads/2022/02/D2.3-Transversal-Competence-Framework_EN.pdf

Transversal Skills 2

- Empathy
- Reliability
- Motivational skills
- Flexibility/ Versatility to the needs of clients
- Intercultural/ intergenerational skills
- Time management skills
- Self-learning skills
- Negotiation Skills
- Creativity etc



Accessible at

○ https://deskreset.eu/wp-content/uploads/sites/5/2023/06/Desk-Reset_Repository-of-Skills_web.pdf

Main aims of the Repository of Skills

- Provide an updated European Occupational Profile of desk receptionists in Lifelong Career Guidance Centers
- Improve the quality of services
- Provide a sound and reliable basis for an updated and innovative training and validation methodology

No. : _____ Date : _____

Thank You
For Your
Attention

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