

Job Title	:	Receptionist/Telephone Operator
Salary Scale	:	Rs 23945 x 300 - 26945 x 320 - 28865 x 350 - 30965 x 400 - 31765 x 425 - 33040 x 560 - 35840 x 725 - 37290 x 925 - 39140 x 970 - 40110
Reporting to	:	Head Corporate Services
Job Objective	:	To provide receptionist and telephonist support as well as other general support and assistance to ensure the smooth running of the office
Academic qualifications and Experience Requirements	:	A Cambridge School Certificate with credit in English Language and French obtained at not more than two sittings or passes in at least five subjects with at least Grade C in English and French on one Certificate at General Certificate of Education "Ordinary Level"
Desirable Knowledge, Aptitude and Competencies	:	• Possess good communication skills. • Ability to diplomatically respond to enquiries from callers and provide first level information or to direct them to the right section/officer. • Resourceful, hardworking, self-motivated and pleasant personality • Good self-management and time-management skills, and ability to prioritise conflicting objectives. • Computer literate with good knowledge of office tools, diary management using Microsoft Outlook on shared diaries on the office network, and use of telecommunications equipment
Main Duties	:	• To perform receptionist duties: controlling access to office, maintaining register of visitors, attending to and receiving them, offering them refreshments, providing them with any basic information, directing them with the appropriate officers; • To perform telephonist duties: operating the PABX switch board, dealing with incoming and outgoing calls, and re-directing telephone calls as appropriate; • To handle and organise incoming and outgoing correspondences, and doing general filing/registry duties; • To handle the office email address, and act upon as per instructions • To provide general support to operational services, such as simple administrative, human resource, stores and registry duties, including secretarial services • To carry out word processing and data entry and to update information in a computer system/database • To handle and update the office library, contact and clippings databases • To photocopy reports and other documents and operate standard office equipment; and • To perform such duties directly related to the main duties listed above or related to the delivery of the output and results expected from the incumbent in the role ascribed to the latter.