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| **JOB DESCRIPTION** |
| **DATE:**  |
| COMPANY: |  | JOB TITLE: | RECEPTIONIST |
| DEPARTMENT: |  | CURRENT INCUMBENT: |  |
| DIRECT SUBORDINATES: |  | INDIRECT SUBORDINATES: |  |
| BRIEF DESCRIPTION: | The post of receptionist entails answering inquiries and obtaining information for general public, customers, visitors, and other interested parties. It also consists of providing information regarding activities conducted at establishment; location of departments, offices, and employees within organisation. |
| QUALIFICATIONS & REQUIREMENTS: | * A high school diploma or equivalent;
* Ability to give full attention to what other people are saying, to actively look for ways to help people, and to adjust actions *in re*lation to others' actions.
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| COMPETENCIES: | * Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
* Attention to Detail — Job requires being careful about detail and thorough in completing work tasks.
* Integrity — Job requires being honest and ethical.
* Self Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behaviour, even in very difficult situations.
* Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
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| TASKS: | * Collect, sort, distribute and prepare mail, messages and courier deliveries;
* File and mainta*in re*cords;
* Greet persons entering establishment, determine nature and purpose of visit, and direct or escort them to specific destinations;
* Hear and resolve complaints from customers and public;
* Operate telephone switchboard to answer, screen and forward calls, providing information, taking messages and scheduling appointments;
* Perform administrative support tasks such as proofreading, transcribing handwritten information, and operating calculators or computers to work with pay records, invoices, balance sheets and other documents;
* Process and prepare memos, correspondence, travel vouchers, or other documents;
* Provide information about establishment such as location of departments or offices, employees within the organisation, or services provided;
* Receive payment and record receipts for services;
* Transmit information or documents to customers, using a computer, mail, or facsimile machine.
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| LINES OF COMMUNICATION: | SPECIFY |
| WORKING CONDITIONS: |  Indicate whether the position is half time or full time. List any unique working conditions such as hours etc. |
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| SIGNATORIES: |  |
|  | NAME: | DATE: | SIGNATURE: |
| INCUMBENT: |  |  |  |
| LINE MANAGER: |  |  |  |
| HR MANAGER: |  |  |  |