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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. | | | | |
| 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. | | | | |
| 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. | | | | |
| 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: |  | | |  | |  |