AB01900
RECEPTIONIST

Level 2

Reports to (Hierarchical)
Administration Manager or HRCo

Reports to (Functional)
Administration Manager or HRCo

Job Family
HR & FIN

Main Purpose
Receive and transfer, according to standard protocols, incoming calls and visitors, to provide them with accurate information or alternative ways to obtain it.

Accountabilities
- Receive and welcome visitors.
- Operate the telephone switchboard and deal with all incoming, outgoing and transferring of calls.
- Provide general information and refer all non-routine information to supervisor.
- Update the telephone directory, record changes and distribute updates as necessary.
- Distribute and handle all incoming and outgoing correspondence.
- Keep the reception premises neat and tidy.

Education
Literacy

Experience
Not required.

Languages
Essential, mission working and local languages.

Knowledge
Essential computer literacy (word, excel, internet)

Competencies
- Commitment.
- Flexibility.
- Stress Management.
- Results.
- Teamwork.
- Service.

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