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| **Title:** | RECEPTIONIST | |
| **Generic Function:** |  | |
| **Code:** | AB01900 | |
| **Level:** | 2 | **(E)** |

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| **Position in the Organization** | |
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| **Reports to (Hierarchical):** | Administration Manager or HRCo |
| **Reports to (Functional):** | Administration Manager or HRCo |
| **Job Family:** | HR & FIN |
| **Supervises (Function):** |  |

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

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| **Accountabilities** |
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| * 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. |

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| **MSF Section/Context Specific Accountabilities** |
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| **Requirements** | |
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| **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. |

This job description may be amended in line with the activities or evolution of the Mission.

By signing, the employee acknowledges that he/she has read, understood and accepted this document.

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| **Employee Name/ Surname** |  |
| **Place and date:** |  |

Signature of the employee:

*(To be signed in two copies, one for the employee and one for the employer)*

**MSF is a civil society initiative that brings together individuals committed to the assistance of other human beings in crisis. As such MSF is by choice an association.  
 Each individual working with MSF does it out of conviction and is ready to uphold the values and principles of MSF.**