

## 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.

