



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.
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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.
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