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## **AB01900**

### **RECEPTIONIST**

**Level 2**

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#### **Reports to (Hierarchical)**

Administration Manager or HRCo

#### **Reports to (Functional)**

Administration Manager or HRCo

#### **Job Family**

HR & FIN

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#### **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.

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#### **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

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#### **Experience**

Not required.

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## Languages

Essential, mission working and local languages.

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## Knowledge

Essential computer literacy (word, excel, internet)

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## Competencies

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