

JOB DESCRIPTION

Title	Receptionist
Institute/Department	Faculty of Education and Humanities
Reports to	Dean FEH
Location/Campus	Panatina Campus

Summary

This position is responsible for greeting visitors and delivering exceptional customer service assistance for the University.

Roles and responsibilities of Receptionist

Administration

- Answer and direct phone call in a polite and friendly manner
- Answer visitors and University staffs in a warm and friendly manner
- Maintain reception area and all common area in a clean and tidy manner at all time.
- Keep details and accurate records of visitor and staff requests and call received.

Problem solving and impact

- To assist in making decisions regarding receptionist aspect within the Division
- To contribute to decisions, that has an impact on other receptionist department within the institution

Resource management

- To contribute to the overall management of the division in areas such as visitor and staff records per year.

Working Environment

- To balance the competing pressures knowledge transfer, receptionist demand and deadlines.
- To skillfully work cross divisions and functions in the resolution of HR issues.
- To take responsibility for conducting risk assessments and reducing hazards (depending on area of work and level of training received).
- To engage in continuous professional development.

Decision making authorities

- Provision of advice to staff on Human Resource Management procedures and policy
- To alert the dean and staffs on the visitor appointment time

Minimum Qualification Requirement:

Degree or Diploma advance qualification in management, business studies and public administration from a recognized institution.

Other Requirements:

- Ability to work under pressure; ability to work long hours, and in the weekends or public holidays without demands for additional remuneration; ability to travel at short notices on university business; excellent data analysis skills (including high degree of proficiency in MSExcel); and excellent written and verbal communication skills are required.

Experience

- Demonstrate the ability to written and spoken English
- Excellent interpersonal skills
- Strong phone skills
- Computer proficiency in the standard packages (word processing, e-mail and internet use, and spreadsheets)
- Reliability and punctuality with strong attendance history.
- Ability to work as a team member

Terms and Conditions

The position is for three (3) years under an employment contract. Remunerations and benefits will according to SINU Salary level for Officers under the General Support Services Stream. The contract is renewable subject to good performance.