



*Job Description*

*For*

*Receptionist*



## Receptionist

---

ORGANIZATIONAL CONTEXT			
<b>Job Holder Name:</b>			
<b>Function:</b>		<b>SBU / Business division:</b>	
<b>Reporting to:</b>	Manager Administration	-	<b>Job reference number:</b>

SCOPE			
<b>Supervision:</b>	None	<b>Direct:</b>	
		<b>Indirect:</b>	
<b>Functional Area:</b>			

JOB CONTENT
-------------

**1. ROLE OBJECTIVE**

The Receptionist is responsible for providing secretarial, clerical and administrative support to the office staff in order to ensure that services are provided in an effective and efficient manner.
--

**2. DETAILED DUTIES AND RESPONSIBILITIES**

AREAS OF RESPONSIBILITY
<ol style="list-style-type: none"> <li>1. <u>Provide office support services in order to ensure efficiency and effectiveness within the DSP Office (local)</u> <ul style="list-style-type: none"> <li>▪ Receive, re-direct and relay telephone messages and fax messages</li> <li>▪ Direct the clients and the general public to the appropriate staff member</li> <li>▪ Maintain Inbox and Outbox for all incoming &amp; outgoing and general correspondence, and making suitable entries with date stamps in the registers</li> <li>▪ Maintain the general filing system and file all correspondence</li> <li>▪ Assist in the planning and preparation of meetings, conferences and conference telephone calls</li> <li>▪ Make preparations for committee meetings</li> <li>▪ Maintain an adequate inventory of office supplies in coordination with the Admin staff</li> <li>▪ Respond to public inquiries</li> <li>▪ Maintain all the registers and logs.</li> </ul> </li> <li>2. <u>Perform clerical duties in order to maintain administration</u> <ul style="list-style-type: none"> <li>▪ Develop and maintain a current and accurate filing system</li> <li>▪ Monitor the use of supplies and equipment</li> <li>▪ Coordinate the repair and maintenance of office equipment</li> </ul> </li> </ol>



<p>3. <u>Perform Receptionist functions</u></p> <ul style="list-style-type: none"> <li>▪ Answer all incoming calls and handle caller’s inquiries whenever possible</li> <li>▪ Re-direct calls as appropriate and take adequate messages when required</li> <li>▪ Greet, assist and/or direct visitors and the general public</li> </ul> <p>4. <u>Support the Management and other staff</u></p> <ul style="list-style-type: none"> <li>▪ Assist the Managers and other staff as requested</li> <li>▪ Provide administrative services for the Director</li> </ul> <p>5. <u>Perform other related duties as required</u></p>
--

**3. KEY INTERACTIONS**

Internal	External
<ul style="list-style-type: none"> <li>– Director(s)</li> <li>– Department Heads</li> <li>– Country Heads</li> <li>– Architecture team members</li> <li>– Design team members</li> <li>– Marketing &amp; Sales team members</li> <li>– Operations team members</li> <li>– Finance team members</li> <li>– IT team members</li> </ul>	<ul style="list-style-type: none"> <li>– Clients</li> <li>– Consultants</li> <li>– Vendors / Contractors</li> <li>– External Project Managers</li> <li>– Contractors</li> <li>– Visitors</li> <li>– External Agencies</li> </ul>

**4. MINIMUM REQUIREMENTS**

Level of Education	– Graduate in any discipline
Technical Skills	– Strong knowledge of MS Office, including Word, Excel and PowerPoint
Other Essential Skills	<ul style="list-style-type: none"> <li>– Team building</li> <li>– Decision making skills</li> <li>– Excellent verbal and listening communications skills</li> <li>– Computer skills including the ability to use spreadsheet and word processing programs at a highly proficient level</li> <li>– Stress management skills</li> <li>– Time management skills</li> </ul>
Experience	– 3 - 4 years

**5. KEY RESULT AREAS**

1.	Assist and coordinate with all functions for the Director’s meetings and other day-to-day activities.
2.	Coordinating with internal as well external interfaces
3.	Inter-functional meetings coordination & seminars / conference coordination.