

ROLE PROFILE	
Job Title:	Receptionist
Level:	Skilled Workers/Junior Management
Reports To:	Admin Manager
Context/Scope:	<p>The primary focus of this role will be to manage our front desk and to perform a variety of administrative and clerical tasks.</p> <p><i>The employee is responsible for:</i></p> <ul style="list-style-type: none"> • Front desk control including receiving visitors and answering calls • Assist the Telesales department on a rotation basis
Dimensions:	
a) Financial	The incumbent will manage the company's stationery purchases and the distribution thereof while ensuring adherence to the budget.
b) Market Complexity	Knowledge of the organisation and activity of the clients so as to assist other teams in the organisation where possible.
c) Leadership and Functional Responsibilities	<p><u>Leadership</u></p> <ul style="list-style-type: none"> • Management of the front desk in a professional manner in order to create an excellent impression for visitors entering the premises or contacting the company <p><u>Functional</u></p> <ul style="list-style-type: none"> • Greet and welcome guests as soon as they arrive at the office • Direct visitors to the appropriate person and office • Answer, screen and forward incoming phone calls • Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms, etc.) • Provide basic and accurate information in-person and via phone/email • Receive and distribute daily deliveries • Maintain office security by following safety procedures and controlling access via the reception desk • Order front office supplies and keep inventory of stock • Update calendars and schedule meetings • Arrange travel and accommodations • Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing • Assist with additional administrative tasks as necessary • Assist in Telesales by working occasional weekends in rotation with other Admin employees
Purpose of Role	The Receptionist's duties and responsibilities are to ensure the front desk welcomes guests positively, and executes all administrative tasks to the highest quality standards.
Top 3-5 Accountabilities	<ul style="list-style-type: none"> • Greet and welcome guests as soon as they arrive at the office • Order front office supplies and keep inventory of stock • Answer, screen and forward incoming phone calls
Qualifications and Experience Required	<ul style="list-style-type: none"> • Proven work experience as a Receptionist, Front Office Representative or similar role • Proficiency in Microsoft Office Suite • Hands-on experience with office equipment (e.g. fax machines and printers) • Professional attitude and appearance • Pleasant personality, as this is also a customer service role

	<ul style="list-style-type: none">• Solid written and verbal communication skills with fluency in English being essential. Ability to communicate in Zulu would be an advantage• Ability to be resourceful and proactive when issues arise• Excellent organizational skills• Multitasking and time-management skills, with the ability to prioritize tasks• Customer service attitude• Matric/Grade 12; additional certification in Office Management or Administration would be an advantage.• Ability to work independently and as part of a team.
Barriers to Success in Role	<ul style="list-style-type: none">• Unprofessional appearance and an unfriendly attitude• Poor telephone manners• Lack of attention to detail and accuracy• Lack of computer, specifically Excel, experience
Operational Working Conditions	<ul style="list-style-type: none">• Based at head office in the heart of the beautiful KZN Midlands