

Advert reference number: LM – Cen014

Receptionist

Main purpose of the job

To operate the switchboard and receive visitors and or employees, determine their needs and direct them accordingly and assist the Operations Coordinator with office duties.

Location

Centurion

Key performance areas:

Operate the switchboard

- Answer incoming calls, greet callers, provide information, transfer calls and/or take messages as necessary.
- Relay and divert calls to the appropriate staff members.
- Relay and route written and verbal messages.
- Answer simple questions relating to the WRHI business, using appropriate reference materials.
- Report telephone and switchboard faults timeously.
- Update the internal telephone directory as the need arises.

Receive customers and visitors

- Welcome and greet visitors, log them in and out of the facility, assign them security badges and contact the relevant employee escort.
- Direct employee visitors from the various syndicates scheduled for meetings, training and/or induction to the appropriate venue(s).
- Ensure that the Reception area is always clean and presentable.
- Direct and monitor the presence of suppliers on-site
- Support the booking of meeting rooms and ensure meeting rooms are prepared

Fleet Management

- Issuing and allocation of cars to WRHI staff on a daily basis.
- Receiving and safe keeping car keys
- Ensure accurate completion of car logbooks
- Reconciling petrol slips

- Reporting maintenance and booking cars for services timeously

Administration

- Maintaining accurate record keeping and documents filling
- Ordering and distribution of stationery and consumables
- Manage meeting rooms and ensure efficient use thereof
- Assist in managing events and suppliers

Required minimum education and training

- Grade 12 – Receptionist/Switchboard Operator

Required minimum work experience

- Minimum 2-years' experience as a Receptionist / Switchboard operator

Desirable additional education, work experience and personal abilities

- A dynamic and compatible personality able to deal with visitors and staff of all levels.
- Communication and interpersonal skills of the highest quality.
- Above average organizational skills.
- It is desirable that the candidate has some experience in operations coordination.

Should you be interested in applying for this vacancy, please submit (1.) a cover letter (maximum one page) that clearly states which vacancy you are applying for and (2.) a detailed CV to: **Lerato Mafafo** at **lmafafo@wrhi.ac.za**

The closing date for all applications 17 March 2019