

**JOB DESCRIPTION**

**JOB TITLE: RECEPTIONIST**

**REPORTING TO: HEAD OF FINANCE AND ADMINISTRATION**

**Overall Job Purpose**:

The job holder will handle receptionist and clerical duties at the front desk of our main entrance. Being the “face” of the organisation, the ideal candidate will provide a courteous and hospitable reception desk for all visitors and staff, ensuring that the visitors are attended to promptly. Furthermore, the Receptionist must ensure that they attend to all correspondences between Administration and the Executive Director’s office.

|  |
| --- |
| **Responsibilities** |
| * Keep front desk tidy and presentable with all necessary material (pens, forms, paper etc.) * Provide support and guidance to guests and all other CTPD relevant stakeholders. * Answer questions and address complaints * Respond to all incoming calls and redirect them or keep messages * Receive letters, packages etc. and distribute them * Prepare outgoing mail by drafting correspondence, securing parcels etc. * Check, sort and forward emails * Monitor office supplies and place orders when necessary * Keep updated records and files * Monitor office expenses and costs * Organizing and scheduling appointments * Organizing and coordinating meetings * Photocopying, scanning and faxing * Manage the Executive Directors calendar for meetings * Typing documents and correspondence * Perform other relevant tasks as may be assigned by the Supervisor |

**Qualifications and experience**

* Must have completed Grade twelve with a credit in at least six subjects (including English language and Mathematics)
* Familiarity with office machines (e.g. scanner, printer etc.)
* Knowledge of office management and basic bookkeeping
* Proficient in English (oral and written)
* Excellent knowledge of MS Office (especially Excel and Word)
* Strong communication and people skills
* Good organizational and multi-tasking abilities
* Problem-solving skills
* Proficient in use of email and internet
* Knowledge of office management systems and procedures
* Knowledge of administrative procedures
* Proven work experience as receptionist in any organisation/institution or any job-related qualifications will be an added advantage.

**To apply, please send us your applications to HR@ctpd.orq.zm by 31ST August 2021**.