



Job Title	Receptionist
Location	Paulshof, Johannesburg
Industry	Academic
Salary	R 9000 p/month (R 108 000 p/annum)

Purpose

To ensure clients receive a positive experience throughout all aspects of their interaction with the School by building effective relationships with internal and external stakeholders. Delivering friendly, efficient customer service, creating a warm and welcoming atmosphere for all guests, with the key aim of retaining and attracting new customers.

Responsible for handling front line office reception support and administration duties, whether telephonically, electronically, or face-to-face, responding promptly, professionally and accurately to information requests across a broad range of topics. Ensuring the reception desk is attended to at all times.

Main Duties and Responsibilities

Roles and responsibilities will include but are not limited to:

- Deal with all enquiries in a professional and courteous manner.
 - Welcome on-site visitors and delegates by greeting them promptly, determining the nature of business and announcing visitors to appropriate personnel.
- Respond to visitor enquiries about the company, directing visitors to appropriate staff member/lecture facility.
- Offer refreshments to visitors.
- Answer incoming calls, take and deliver messages via email or transfers calls to voice mail when appropriate personnel are unavailable, or if urgent contacting staff on their cell phones, all in a timely manner.
- Respond or forward general enquiries electronically.
- Maintain employee and departmental directories and visitors' list.
- Observe security by following procedures, monitoring logbook, issuing visitor/delegate badges, when appropriate.
- Monitor who is coming and going through the doors of the company and able to observe and report any suspicious behaviour or activity.



- Ensure all deliveries are directed to the correct person/department immediately.
 - Deliveries are not to be left at reception.
- Provide information to callers, answer questions about the organisation and provides callers with address, directions, and other information.
- Keep up to date with current programmes, to provide information to delegates, on request, while maximising sales opportunities.
- Knowledge of all programmes taking place and venues.
- Ensure delegate registers are signed upon arrival.
- The electronic welcome sign and classroom signs are to be setup the day before, ready to be displayed on the start of each programme, detailing the venue and programme running on the day.
- Co-ordination of all afterhours and weekend study room bookings for all delegates. Ensure timely response to all enquiries and requests.
 - Maximum 24 hours response time.
 - Ensure the evening and weekend registers are printed, prior to leaving for the day, with the required contact details of all delegates attending study sessions at the School.
- Directs delegates to the appropriate person who sells our branded clothing and items.
- Producing of all monthly purchase requisitions for the operations department.
 - Raising of provisional requisitions in the vent of outstanding invoices for the month the work has been incurred.
 - Following up on all outstanding operational invoices.
- Ensure the marketing brochure stands always have brochures of our programmes displayed.
- Offer brochures about our programmes to people who enquire.
- Ensure that brochures of our programmes are displayed, communicating to the appropriate staff member when their programme brochure runs low on the stand.
 - Requesting that these are replaced timely.
- Maintain a safe and clean reception area by complying with procedures, rules, and regulations.
- Stationery ordering.
- Contribute to team effort.
- Report any concerns and problems to supervisor immediately.



Other ad hoc duties

Assistance with the following may be provided only during times that we do not have lectures

- Administrative support to staff when required: filing and administrative assistance to staff members (e.g. tenders and application forms for students who register with us).
- Assisting with obtaining annual BEE certificates from suppliers.
- Assisting with CRM capturing, maintenance and support.

Supervision Received

Reports to the Operations Manager who provides direction, support, general advice and guidance.

Supervision Given

None required.

Contacts

Delegates, clients, contractors, and staff across the School.

Terms and Conditions

- Standard office working hours are 08h30 to 17h00 Monday to Friday, with one hour's unpaid break for lunch (37.5 hours per week).
 - However, you will be required to work such hours as are necessary to carry out the duties associated with the post.
 - As such, you will be required to work from 08h00 to 16h30 when there are no classes and on the first day when a programme commences you will be required to be on duty between 07h00 and 07h30 and to finish at 16h00 to direct delegates to the appropriate areas.
 - Occasional evening work and weekend work is a requirement.
 - Overtime must be agreed in advance with your manager.
 - Time-off-in-lieu is permitted for weekend and evening work.
- This document outlines the current duties required for this post to indicate the level of responsibility.
- It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.



Traits/Skills Required

- Excellent communicator and strong administrator.
- Able to comfortably interact with individuals of all professional levels.
- Computer literate on Microsoft office (Outlook, Word, Excel & PowerPoint).
- Ability to maintain effective administrative systems and procedures.
- Effective problem-solving and interpersonal skills.
- Attention to detail and high level of accuracy and methodical working.
- Vibrant personality, professional, people person, courteous, honest and reliable.
- CRM knowledge an advantage.

Comments

Package includes medical aid and retirement annuity.