



POSITION DESCRIPTION	
Position Title	Receptionist
Description	This position is responsible for receiving visitors to the NDA, determining their needs (enquiries) and directing them accordingly. The incumbent will also be responsible for answering, screening and directing calls to the relevant business units.
Directorate	Corporate Services
Reports To	Manager: Support Services
Position location	Head Office
Peromnes Grade	13
Number of Direct Reports	N/A

POSITION REQUIREMENTS	
Minimum Qualification	<ul style="list-style-type: none"> • Grade 12/ Matric Certificate • Secretarial Diploma or Equivalent
Essential Experience	<ul style="list-style-type: none"> • 2 years of experience in a receptionist environment
Knowledge	<ul style="list-style-type: none"> • MS Office • Switch Board operation

Skills & Abilities	<ul style="list-style-type: none"> ▪ Communication skills ▪ Customer service skills ▪ Verbal communication skills ▪ Interpersonal skills ▪ Ability to prioritise ▪ Administrative abilities ▪ Typing skills ▪ Telephone etiquette
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	<ul style="list-style-type: none"> ▪ Diplomacy
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MAIN AREAS OF RESPONSIBILITY

	<ul style="list-style-type: none"> • Ensure coverage at reception area at all times i.e. ensure availability of relief support at all times as appropriate • Professionally receive and direct visitors. • Receive hand delivered documents and correspondence. • Register visitors and notify appropriate staff of their arrival. • Monitor access of visitors and the administration of security access. • Answer telephone calls and transfer calls to appropriate staff members/departments. • Take and distribute messages. • Answer general enquiries about the NDA within the scope of the position. • Keep reception area tidy and remove and store incoming mail and deliveries appropriately. • Manage the flow of visitors in and out of the reception area. • Maintain telephone and staff location lists. • Assist other administrative staff as requested and as appropriate. • Update the NDA voicemail (to the main number) as appropriate. For example, ensure that messages appropriately announce holidays or other NDA closures. • You will be required to undertake any reasonable duty as requested by Management.
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KEY RELATIONSHIP INTERFACES

Internal Relationships - other than reporting lines (manager and subordinates). *	External Relationships (With Local/Provincial structures and other key parties, specify)
<ul style="list-style-type: none"> • All directorates 	<ul style="list-style-type: none"> • Service Providers

Signed by: (Job Holder)	Authorised by:
Date:	Date: