

JOB PROFILE

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| **POSITION DESCRIPTION** |
| **Position Title** | Office Attendant |
| **Purpose**  | The position provides an office attendant service to the office where the position is based, as per the standards outlined in the performance contract of the individual. |
| **Reports To** | Admin Supervisor  |
| **Position location** | District Office |
| **Peromnes Grade** | 15 |
| **Number of Direct Reports** | None |

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| **POSITION REQUIREMENTS** |
| **Minimum Qualification** |

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| * Proven competence in the required areas
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| **Essential Experience** |

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| * At least 2 years working experience in the provision of cleaning services
* Basic office administration skills will be an advantage
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| **Knowledge** |

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| * Knowledge of domestic/ corporate cleaning procedures essential
* Computer literacy is advantageous
* Knowledge of photocopying, binding and faxing is advantageous
* Knowledge of Microsoft Outlook and Calendar
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| **Skills & Abilities** |

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| * Planning, organising and prioritising
* Ability to work independently within framework of general instructions
* Willingness to assist to achieve professional image for organisation
* Ability to take instructions and deliver on short notice
* Ability to improvise on creative options, provide imaginative solutions and improve processes in terms of cleaning requirements
* Good communications skills – verbal & written
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| **Personal Attributes** | * Respect for authority
* Dependable, conscientious, reliable, good timekeeping and willingness to go the extra mile
* Good memory
* Tidiness
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| **MAIN AREAS OF RESPONSIBILITY** |
| Co-ordinate meeting venues and meeting arrangements | * Check calendar daily for request for catering meeting arrangements
* Allocate a venue in accordance with the size of the group
* Inform meeting organiser immediately should venue not be available or offer an alternative solution
* Professionally present refreshments to the meeting participants at a times agreed upon prior to the meeting should it involve catering
* Set up the venue prior to meeting by ensuring venue is neat and tidy
* Clean venue within 10 minutes after meeting and ensure furniture and venue are left organised and tidy
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| Control kitchen supplies, stock, cutlery and crockery  | * Ensure that stock is replenished whenever necessary by ordering the beverages and /or stock in liaison with the administrative assistant e.g. Tea, coffee, milk, cutlery and crockery
* Keep control of and ensure safekeeping of all stock, cutlery and crockery
* Keep register of daily use and keep record and report any theft of missing cutlery
* Create and maintain inventory of office supplies and ensure inventory of all supplies are updated daily and losses are recorded and reported
* Ensure change rooms are always have sufficient toilet paper, hand soap and paper to dry hands
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| Keep kitchens organised  | * Ensure tea, coffee, milk and sugar are replenished daily at agreed intervals
* Clean kitchen and wash dishes at agreed intervals
* Tidy up kitchen before departure and ensure kitchen is stocked with milk for next day
* Ensure water in coolers are always replenished when running low so that cold water is always available
* Check and remove dirty dishes from work stations should it be found standing around whilst staff is involved in meetings
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| Vacuuming and emptying dustbins in office  | * Vacuum all offices daily as per roster
* Empty all dustbins and shredders
* Empty all shredding machines whilst cleaning offices
* Wipe all working surfaces in all offices and meeting venues at least once daily or more where required
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| Provide administrative support service to the office when required  | * Keep occupied by offering assistance to administrative staff when having no other duties to tend to and free time is available
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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)** |
| * NDA employees
* NDA visitors
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| Signed by:(**Job Holder)** | Authorised by: |
| Date: | Date: |