



AB01900 RECEPTIONIST

Level 2

Reports to (Hierarchical)

Administration Manager or HRCo

Reports to (Functional)

Administration Manager or HRCo

Job Family

HR & FIN

Main Purpose

Receive and transfer, according to standard protocols, incoming calls and visitors, to provide them with accurate information or alternative ways to obtain it.

Accountabilities

- Receive and welcome visitors.
 - Operate the telephone switchboard and deal with all incoming, outgoing and transferring of calls.
 - Provide general information and refer all non-routine information to supervisor.
 - Update the telephone directory, record changes and distribute updates as necessary.
 - Distribute and handle all incoming and outgoing correspondence.
 - Keep the reception premises neat and tidy.
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Education

Literacy

Experience

Not required.

Language Level Description

A2 Basic User

Waystage or elementary

- Can understand sentences and frequently used expressions related to areas of most immediate relevance (e.g. very basic personal and family information, shopping, local geography, employment).
 - Can communicate in simple and routine tasks requiring a simple and direct exchange of information on familiar and routine matters.
 - Can describe in simple terms aspects of his/her background, immediate environment and matters in areas of immediate need.
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