

RECEPTIONIST – VCG A (2)

Organizational Unit: Administration unit

Location: Abuja

Duration: One Year (With possibility of Extension)

Reports to: Head, Finance & Administration

Estimated Start Date: As soon as possible

SUMMARY OF ROLE

We are looking for a Front Desk professional to oversee all receptionist and secretarial duties at our main entrance desk. You will perform a range of duties including answering phone calls, managing the switchboard, and maintaining the front office budget.

DUTIES AND RESPONSIBILITIES

- Receive visitors in a professional and pleasant manner.
- Maintain and adhere to the security, health, and safety protocols of the organization before confirming and granting guests access into the office premises.
- Serve as the face of the organization, offering friendly service to those entering the building or calling in on the phone.
- Provide basic and accurate information in-person and via phone/email
- Direct visitors to the appropriate floors or waiting area(s).
- Ensure the reception area is clean, tidy, and free of clutter.
- Maintain a quiet ambience in the reception area.
- Ensure drinking water is available in the reception area for guests.
- Answer, screen, and direct telephone calls accordingly in a polite and professional manner.
- Make outgoing calls and avoid abuse of phone usage.
- Receive, sort, and record incoming mails and deliveries and forward to appropriate offices.
- Record and send outgoing correspondences as directed.

- Manage the building log (who enters and exits) the building
- Order reception office supplies and monitor usage.
- Perform administrative and clerical duties.

POSITION SPECIFICATIONS

Education

- First degree in Secretarial Studies / Office Management or Other Relevant Areas. Possession of a master's degree would be an added advantage.

Certification and Training

- Certification or previous training in secretarial duties, personal effectiveness, or as personal assistant would be an added advantage.

Experience

- At least 3 years' experience in similar role in a comparable organization.
- Good understanding of office administration and basic bookkeeping practices.

Others

- Must be computer literate: Microsoft Word, Outlook, PowerPoint, Excel, Access etc. - to produce correspondence and documents; as well as maintain records.
- Strong written and verbal communication skills
- Good interpersonal skills.
- Strong communication and people skills
- Good organizational and multi-tasking abilities
- Problem-solving skills
- Customer service orientation