



Position Title	Receptionist
Supervisor/Manager	Manager Human Resources
Reviewed Date	November 2018
Reviewed By	

(a) Prime Function/Purpose of Job

The Receptionist is responsible for performing the administrative and customer service duties at the Head Office.

(b) Principal Objectives and End Results expected of the job

- Attend to all telephone calls and disseminate the messages to responsible staff accordingly.
- Attend to customers at the reception and provide first level customer service
- Manage Boardroom booking for all meetings and functions.
- Assist Counter Clerk in receiving applications as and when required.
- Receive mails and ensure it is distributed to the right destination and outgoing mails are mailed on time.
- Assist the Personal Assistant to CEO in the compiling documents (typing, vetting, compiling).

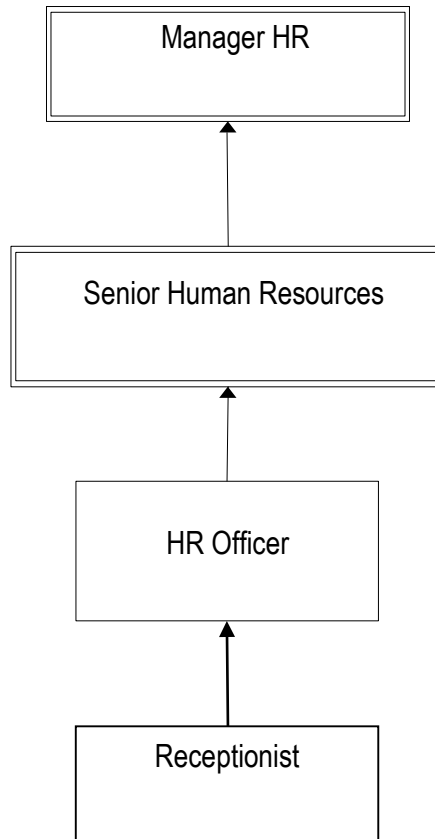
(c) Job Dimensions

Number of Staff: NIL
 Operating Budget: as per departmental operating budget

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(d) Organization Structure



(e) Knowledge, Experience, Skills and Attributes Required

- 1) Being able to handle multiple tasks simultaneously, juggling multiple calls, face to face with clients.
- 2) Organised in every task or project that you take on.
- 3) Technical skills – Excel and Word processing skills are a must.
- 4) Interpersonal skills.

Preferred:

A Certificate in Office Administration/Customer Service with minimum of 1 to 1.5 years of experience.

Must be computer literate and excellent communication skills.

Desirable:

Diploma Degree in Management and Public Administration and/or Information Systems with minimum 1 year of experience.

Holds a valid driver’s license.

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(f) Span of Control

- i) Communicating with staff of MSAF, Customers and Stake Holders.

(g) MSAF Levels and Freedom of Action

- Referrals mostly apply for Sea farers and Vessel registration for foreigners.

(h) Problem Solving

Dealing with angry, frustrated, rude, impatient and stressed customers who have been waiting on services for a while.

1. While striving for the best possible service try to be aware of your communicating style and attitude towards the customer as the manner in which we approach and communiacte will influence the way in which our customers communiacte with us.

Services from staff members take too long searching for files and getting back to clients as to the out come of thier applications.

2. More staff needed. We can not have ccustomers waiting around for over 4 hours. At times students are made to wait on their oral exams from 0800 – 1400, it’s not right that they should be made to wait.

(i) Contacts

- Staff and particularly members of Q&L department – Majority of clients are directed to Q&L along with all applications received;
- Customers ;
- Stake holders;
- and the general public.

(j) Challenges and Impact on Organization Results

Satisfying disatisfied ccustomers, not enough space in the front for customers, we need more seats, Ccustomers are standing and sitting on the floor outside which doesn’t potray a good image on the company. Trays for forms.

(k) Additional Information Relevant to the Position

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