



JOB DESCRIPTION

Name: _____ **Job Title:** Receptionist

Supervisor: Jessica Nowotes
HR & Admin Manager **Location:** WHK

Key Purpose of the role:

To contribute towards the effective and efficient operation of the Windhoek office, by creating a welcoming environment and providing secretarial and clerical services to NNF staff, its guests, partners and visitors.

Key Responsibilities:

- Reception and Telephone duties
- Office Administration

Key Performance Areas: [KPA's]:

- Welcome & Greet NNF Visitors
- Answering Incoming Calls
- Preparing outgoing mail/courier packages–
- Distributing incoming mail
- Office administration – assist office staff with any admin duties
- Order Office Supplies, Office Stationery, refreshments and cleaning material Inventory and purchases –
- Maintain equipment inventory
- Any other duties as may reasonably be expected

Key Performance Indicators [KPI's]:

- Reception and Telephone duties and Office Administration
- Ensure reception is always clean and tidy
- Always act and answer the phone in a professional and friendly manner
- Ensure reception and telephone are always attended to
- Reception of visitors and field staff to Windhoek office in a friendly and professional manner
- Provide logistical support to meetings held in Board Room, including preparation of meeting and assist in arrangement for catering provisions
- Support Windhoek staff with travel and accommodation bookings, logistics and arrangements
- Assist NNF staff with photocopying and binding of documents as required or any administration duties

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- Maintain the main office filing system and filing list, Review contents of filing cabinets regularly.
 - Obtain quotations for general office equipment/ supplies and order as needed. Attach 3 quotations to all payment requisitions for Finance dept.
 - Be responsible for booking of equipment (power point projector, display boards etc. from room 5), ensuring that bookings are noted and equipment checked prior to removal and upon return.
 - Ensure First Aid box and car kits are properly equipped at all times.
 - Control access and exit of visitors on the premises
 - Control access to cabinets where keys are kept
 - Assist with cleaning of offices, kitchen and toilet in absence of cleaner
 - In liaison with the Office Cleaner, ensure that refreshments (tea, coffee, milk, sugar) are always available.
 - Check on office consumables and supplies (including cleaning materials) and ensure stock is maintained.
 - Maintain and stock the stationery cupboard, and order stationery for staff as required and with proper authorisation.
 - Ensure reception is always clean and tidy
 - Always act and answer the phone in a professional and friendly manner
 - Ensure reception and telephone are always attended to
 - Ensure all shared office areas are maintained in a tidy and presentable condition (e.g. boardroom, kitchen, store rooms, reception area).
 - Note when maintenance is needed and contact the relevant service provider for assistance, including maintenance and repair of office equipment and machinery such as telephones, taps, toilets and photocopier etc.
 - Fleet
 - Assist driver with the payments of vehicle licenses and the distribution of the licenses
 - Keep vehicle file up to date
- IT & Communications
 - Provide the point of contact between IT support services and NNF staff.
 - Maintain a register of IT equipment
 - Undertake any tasks or duties upon own initiative or upon request that will contribute to the smooth-running, efficiency and effectiveness of the NNF and fulfilment of its mission.

Key working relationships: internal/external

Internal:

- Human Resources and Admin Manager for immediate reporting and feedback
- All staff on administrative services
- All staff on administrative duties and IT

External:

- All visitors, field staff, Windhoek staff

Resources responsible for:

Financial: Vehicle Licenses

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People: All visitors, field staff and Windhoek staff and suppliers

Equipment: All Reception Office Equipment and , Central Office vehicle

Person Specification: Essential qualifications, competences, knowledge, skills and abilities.

- Namibian Citizen or permanent resident
 - Minimum of a diploma in administration, secretarial and customer relations or similar
 - 3 years' experience of relevant experience and of working with multi-disciplinary teams
 - Experience reception and communication
 - Driver's licence is an advantage
 - You must have strong language skills, with excellent English, other Namibian languages will be an advantage.
 - Knowledge of logistics and fleet management.
 - Excellent interpersonal and general communication skills.
 - Good command of Office suite applications (Word, Excel, Access, PowerPoint).
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Signature (jobholder) Date:

Signature (supervisor) Date: