



## Job Description

<b>Job Title:</b> Receptionist
<b>Department:</b> Administration
<b>Work Level:</b> Entry level
<b>Function:</b> Manage our front desk on a daily basis and to perform a variety of administrative and clerical tasks.
<b>Monthly remuneration:</b>

<b>Name:</b>
<b>ID number:</b>
<b>Date of employment:</b>
<b>Date Last Updated:</b>

### Main Purpose of Job:

#### The primary purpose/ duties and responsibilities of the Receptionist is to:

Serves visitors by greeting, welcoming, and directing them appropriately. Notifies company personnel of visitor arrival. Maintains security and telecommunications system. Informs visitors by answering or referring inquiries.

1. Providing general office support with a variety of clerical activities and related tasks.
2. Maintaining a safe work environment by screening the vehicles/beneficiaries, opening, and closing the main gate.
3. Being responsible for answering incoming calls on the landline and cell phone and directing calls to appropriate person, mail distribution and flow of correspondence and requisition of supplies.
4. Co-ordination of donations and collections for the charity shops.
5. Assist with the co-ordination and procedures for contractors with the Maintenance Supervisor.
6. Assist the fundraising department with co-ordination collection tins collections and replacements.
7. Assist the hospital regarding client appointment and payment follow up.

#### The Receptionists is appointed and responsible for the following:

- Acting as a first point of contact: dealing with correspondence and phone calls in a polite and friendly manner.
- Answering and screening phone calls and redirecting to the relevant staff.
- Welcoming visitors and directing them to the relevant office/personnel.
- Ensuring all visitors complete the visitors sign in register.
- Get indemnity forms completed by visitors and file.

- Responding to emails and messages.
- Preparation of collection documents.
- Thank you letters for all donors for donated goods.
- Updating the ARO Database.
- Receiving of goods, checking packing list or invoice to ensure all stock delivered.
- Maintaining general office files,
- Maintaining registers of all collections and pick-ups.
- Ordering of staff pet food orders and coding of invoices for finance officer.
- Always maintain reception area in a clean and tidy manner.
- Receiving, controlling, and signing deliveries, and transferring invoices to the financial department.
- Co-ordinating the driver's collections schedule and planner with the Maintenance team.
- Maintaining procedures/administrative systems such as manual attendance registers, keys books, donor stats, post box clearing and external contractors)
- Coordinating the pick-up and delivery of mail and courier services
- Assisting in the ordering, receiving, stocking and distribution of office supplies.
- Maintains the ARO contact list, emergency contact list and birthday calendar.
- Assisting with other related clerical duties such as photocopying/laminating and keeping an inventory of supplies.
- Coordinating, arranging and helping with company functions.
- Coordinating and manage minutes and action lists from meetings.
- Securely storing the cell phone during hours not in use.
- Following up with outstanding client account from the hospital when required.
- Assisting with the Hospital's appointments when required.
- Performing other relevant duties when needed.

**Qualifications and Experience:**

Minimum Qualification:	Matric Certificate Diploma
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Knowledge and Experience:	Two (2) or more years' receptionist experience. Proficient in a variety of computer software applications including Microsoft Office Suite (Word, Excel, Outlook). Comfortable handling confidential information.
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	Multi-tasking and time-management skills, with the ability to prioritise tasks.
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**Registrations/Certifications:**

Matric Certificate Diploma
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**Special Conditions:**

Ability to speak two South African language of which one must be English. Ability to work overtime and extended hours if required to do so. Compensation may be in the form of money or time off. Work in a demanding and potentially dangerous environment. Problem solving ability.
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**Behavioral Competencies:**

Ability to handle conflict constructively. Demonstrates honesty, integrity, and trust. Maintain a positive attitude towards tasks and fellow colleagues. Exhibits ethical behaviours as judged by the reasonable person. The ability to convey appropriate sympathy and empathy when the situation arises. Building effective relationships. Be a team player. Ability to multitask and have good time management. Problem solving ability. Show attention to detail. Work well under pressure. Interpersonal skills to work effectively with others-sets an example as powerful, prolific communicator who motivates and inspires others. Collaborates with others to drive results and promote the well-being of patients. Ability to recognise own limitations and ask for help from the line manager when needed.
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**Technical Competencies:**

Excellent and respectful communication skills including written, verbal and in person. Effective client communication is essential. Computer skills and Microsoft office & Windows competence. Valid driver's license. Demonstrates technical competence, problem solving skills, safety, observation, innovation and initiative.
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Proficient comprehension of Animal Rescue Organisations policies and requirements.

**Principle Areas of Accountability:**

1. **Reception duties:** Ensuring the day-to-day operations run smoothly by performing a variety of administrative tasks.
2. **Administrative duties:** Co-ordinate the logistics and communications of tasks for the operational requirements of the organisation.

1	KPA:	How:	Frequency
	<b>Reception duties</b>	<ol style="list-style-type: none"> <li>1. Welcoming visitors and directing them to the relevant office/personnel.</li> <li>2. Answering and screening phone calls and redirecting to the relevant staff</li> <li>3. Ensuring all visitors complete the visitors sign in register.</li> <li>4. Get indemnity forms completed by visitors and file.</li> <li>5. Responding to emails.</li> <li>6. Receiving of goods, checking packing list or invoice to ensure all stock delivered.</li> <li>7. Acting as a first point of contact: dealing with correspondence and phone calls in a polite and friendly manner.</li> <li>8. Always maintain reception area in a clean and tidy manner.</li> <li>9. Securely storing the cell phone during hours not in use.</li> <li>10. Following up with outstanding client account from the hospital when required.</li> <li>11. Assisting with the Hospital's appointments when required.</li> <li>12. Performing other relevant duties when needed.</li> </ol>	<p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>Daily</p> <p>When required.</p> <p>When required.</p> <p>When required.</p>
	<b>Why:</b>	To maintain an efficient operation with front desk and communication thereof with clients, donors, volunteers and staff.	

2	KPA:	How:	Frequency:
	<b>Administrative duties</b>	<ol style="list-style-type: none"> <li>1. Preparation of collection documents.</li> <li>2. Thank you letters for all donors for donated goods.</li> <li>3. Updating the ARO Database.</li> <li>4. Co-ordinating the driver's collections schedule and planner with the Maintenance team.</li> <li>5. Receiving, controlling, and signing deliveries, and transferring invoices to the financial</li> </ol>	<p>Daily</p> <p>As needed.</p> <p>As needed.</p> <p>Daily</p> <p>Daily.</p>

	<p>department.</p> <ol style="list-style-type: none"> <li>6. Maintaining general office files.</li> <li>7. Maintaining registers of all collections, GPO Pick-ups.</li> <li>8. Ordering of staff pet food orders and coding of invoices for finance officer.</li> <li>9. Maintaining procedures/administrative systems such as manual attendance registers, keys books, donor stats, post box clearing and external contractors)</li> <li>10. Coordinating the pick-up and delivery of mail and courier services.</li> <li>11. Assisting in the ordering, receiving, stocking and distribution of supplies for the office and charity shops.</li> <li>12. Assist with the co-ordination and procedures for contractors with the Maintenance Supervisor.</li> <li>13. Maintains the ARO contact list, emergency contact list and birthday calendar.</li> <li>14. Assisting with other related clerical duties such as photocopying/laminating and keeping an inventory of supplies.</li> <li>15. Coordinating, arranging and helping with company functions.</li> <li>16. Coordinating and manage minutes and action lists from meetings.</li> <li>17. Providing feedback and relevant communication to line manager on aspects of the organisation.</li> </ol>	<p>Weekly Daily Monthly / as needed. Weekly / as needed.  Weekly Monthly / as needed.  As needed.  As needed. As needed.  As needed. Weekly. On-going</p>
<b>Why:</b>	To ensure effective logistical planning, implementation and communication of clients, donors and team.	

**Sign-Off**

Line Manager – Teagan Schwerin	Date:
Executive Director: Teagan Schwerin	Date:

Discussed with Employee:	Date:
Signature:	Discussed by: