Job Description

Job title	Receptionist/ Front Desk Officer	Department	Operations
Job holder	Vacant	Job code	OPS O12
Job type	Full time	Pay band	WA-6
Line manager	Administration Officer		

Job aim	Responsible for managing the front office and is the initial contact person for the organisation				
Number of staff managed	0	As line manager	0	As countersignatory	0
Finances managed	Up to UGX				

Duty and standards – measurable in terms of time, cost, quality or quantity. List is not to be regarded as exclusive.

Duty 1 (70 %)	**Handle visitors and Telephone Calls:** • Receive visitors and telephone calls and direct them to the appropriate offices. • Provide information to the visitors on different activities that are happening in and around Watoto Ministries. • Vet visitors particularly to the Pastors wing • Maintaining a phone directory for all the stakeholders • Record all the visitors that have been sent to respective staff and issue out visitors pass cards. • Ensure that visitors have returned ther visitors pass cards.
Standards	• Phones received at maximum third ring. • No complaints from the customers of bad handling at the reception or over the phone. • No un-authorised visitors in the offices • Telephone directory updated continuously
Duty 2 (20 %)	**Handle Appointments and Mail** • Schedule appointments for Management using Outlook • Receive, sort and issue mail
Standards	• Appointments booked and confirmed with respective staff • Mail issued out timely
Duty 3 (10 %)	**Keeping a pleasant ambience at the front desk** • Ensuring that the front office is kept in good order at all times. • Responsible for the hanging and removing of authorised notices on the church administration notice board. • Making sure that the visitors sitting area is clean and arranged properly all the time.
Standards	• Notices are properly authorised and are not outdated • Reception area is clean at all times. • Reception is free from congestion and idlers.

Person specification

	Criteria: behavioural competencies (assign levels), skills, knowledge experience, and specialist qualifications. This criteria will be used as part of the performance management purposes	Essential (E) or desirable (D).	Selection. How criterion will be measured
	Behaviours		
	Achievement: Wants to do a good job and does not give up Is positive and enthusiastic about the job. Does not give up at the first obstacle, seeks to understand reasons for obstacles and find ways to overcome	E	Application, Interview
	Team working: Works Co-operatively Willingly co-operates. Is not afraid to seek advice from others. Puts in extra effort when needed to help others. Demostrates ability to listen to, receive and understand instructions, give feedback, clarify information where necessary	E	Application, Interview
	Flexibility: Accepts Need for Flexibility Is open to new ideas and listens to other people's points of view. Demonstrates willingness to change. Ability to adjust to any changes in schedule at short notice, working unsusual hours	E	Application, Interview
	Customer Service: Delivers a Service Acts promptly to ensure customer problems are resolved. Makes him/herself available to the customer. Interacts well with all customers. Understands that each customer is different. .	E	Application, Interview
	Technical skills, knowledge and experience	E	Application, Interview
	• Diploma from a recognized institution. • Training in Customer Care. • At least one year of relevant experience in a customer care related FIELD. • A person of good disposition, pleasant personality, good interpersonal and communication skills.		

Approved by	
Date	Jul-10