

# *Adventist Development & Relief Agency*

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## *Roles & Job Descriptions*



## Receptionist

Department: C10 OFFICE AND SITE MANAGEMENT

Reports To: Office Manager

### Purpose Of Position

#### Purpose:

Provide a welcoming environment for visitors and supporters and care for incoming and outgoing communication, including e/mail and phone

#### Key Responsibilities:

1. Greet and receive visitors and maintain and develop a friendly and clean office environment
2. Record staff movements / leave arrangements in the Corporate Calendar and maintain the electronic in/out board
3. Receive bookings for Interview / Board rooms and equipment and record in the Corporate Calendar
4. Process incoming and outgoing mail, email, faxes and other correspondence including opening, date stamping and distribution
5. Phone call distribution, screening, responding on behalf of agency staff, logging calls and attending to answering machine enquiries
6. Log all donations on the day received and update address and contact information as requested
7. Maintain office equipment and office and stationary supplies
8. Maintain key log and visitor passes
9. Record photocopy and printing count each month, reporting to the relevant supplier and unit
10. Ensure deliveries are checked and signed for and assist staff in dispatching bulk/non standard mail items
11. Organise the worship roster and birthday list and ensure staff are informed
12. Maintain a clean environment including the kitchen, water dispenser, plants
13. Provide administrative support to all program areas, assisting with tasks such as filing, photocopying, mailouts and other tasks as allocated by the Office Manager
14. Arrange catering for office events including ADRA Board meetings
15. Open and close the office, ensuring the switchboard is maintained in accordance with office hours and requirements

#### Other:

Perform other duties as assigned by Office Manager.

#### Authority:

1. Reports directly to Office Manager
2. Authority as agreed with Office Manager but not exceeding Office Manager's authority

#### Education, experience and commitment

##### *Essential:*

1. A personal commitment to the Seventh-day Adventist church and ADRA's mission, vision, values and beliefs
2. Previous experience in an administrative role and a relevant administrative/receptionist qualification
3. Well developed communication and customer service skills specialising in telephone and e-mail communication
4. A strong working knowledge of MS Office
5. The ability to work autonomously and within a team, using initiative

*Desirable:*

6. Experience in multitasking and prioritising
7. Experience in event coordination
8. Experience in documentation drafting and management as well as file organisation
9. A willingness to achieve professional development by undertaking training
10. The ability to maintain awareness of world events and ADRA's response to these events

**Core Competencies:**

1. Communication
2. Excellent listening and inter-personal skills
3. Organisation
4. Initiative

Typical functions and responsibilities of this position

C09 SAFETY MANAGEMENT

[P0901] Manage safety consultation

C10 OFFICE AND SITE MANAGEMENT

[P1001] Manage office & site services

Additional notes regarding this position