

RECEPTIONIST

JOB DESCRIPTION AND RESPONSIBILITIES

Nature and Scope

The receptionist is in charge of the Administration and Secretarial Section responsible for the operation and administration of the Bank's registry, typing of letters, greeting and making customers feel welcome. The Section will also assist the General Manager in the Administration of the Bank's Condition of Services. The nature and scope of the work of the Receptionist therefore contributes to the achievement by the Bank of the following objectives:

- Act as liaison between clients and bank personnel and effectively promote and market the credit and other services of the Bank in a professional manner.
- Ensure that prompt typing and other secretarial services are provided as required by the bank staff.
- Ensure that all clients serve in professional manners and leave the office happy.

General Responsibility -Basic Function

The Receptionist is responsible for the efficient and effective operation of the activities of the Administration and Secretarial Section. He/She is responsible to the General Manager.

Specific Responsibilities

1. Manning the phone task throughout the day and channelizing the calls to the right member of staff.
2. Arrange appointment with bank's client and contacting employees regarding visitors
3. Response, sorting and distributing mail.
4. Records all incoming and outgoing mail and letter.
5. Circulate incoming mail, memo and file them in appropriate files.
6. Ensure all, photocopying and other secretarial services provided to client are charge according to establish fees and paid for.
7. Help customers with any queries.
8. Prepare typing photocopying and delivery of board paper to Directors three days before the Board meets.
9. Provide excellent communication and a quality customer services.
10. Taking care of many administrative duties of the bank.

Qualification and Experience

Candidate for this position should hold a Certificate in Management, secretarial and typing or higher qualification from a recognized tertiary institution and at least three years work experience in an administration/secretarial/typing position.

Candidates without the required tertiary qualification but who have had at least 5 years work experience in the personnel management, administration or secretarial/typing field may also be considered.