

**JOB TITLE:** RECEPTIONIST

**GS SCALE:** 02

**REPORTS TO:** SUPERVISING OFFICER

**JOB ID:** T0977

**Old JOB Number:** 0

**Date revised:** 2020-11-18

**MINISTRY/DEPARTMENT:** THROUGHOUT THE PUBLIC SERVICE

---

**PURPOSE:** To greet and direct visitors, customers, job applicants, vendors, and other visitors, and operate a switchboard to route incoming calls and place outgoing calls.

**KEY OUTPUTS:**

- Proper direction to visitors to the Agency
- Prompt and accurate rerouting of telephone calls.
- Efficient and effective filing system.
- Accurate documents and records.

**RANGE OF ACTIVITIES:**

- To greet visitors as soon as they arrive and connect them with the appropriate officer.
- To answer the telephone in a timely manner and direct calls to the correct offices, or take messages where appropriate.
- To create and manage both digital and hardcopy filing systems as required.
- To schedule and confirm appointments and maintain event calendars as may be required.
- To copy, file and maintain paper or electronic documents and records.
- To handle incoming and outgoing mail as may be necessary.
- To perform any other related duties for the smooth functioning of the department.

**MINIMUM QUALIFICATIONS, KNOWLEDGE AND EXPERIENCE:**

- A pass in English Language at CXC (General - not lower than grade 111/ basic - grade 1) or GCE 'O' level not lower than grade C or Pitman Advance English or Pitman English for speakers of others languages - Higher Intermediate or Pitman English for Business Communication level 111.

OR

One (1) of the following:-

- (i) Certificate in Secretarial Science - Government Technical Institute/New Amsterdam Technical Institute
- (ii) Diploma in Secretarial Science - G.T.I./N.A.T.I.
- (iii) Certificate in Attainment in Secretarial Science - G.T.I./ N.A.T.I.
- (iv) Ordinary Certificate in Business - G.T.I/ N.A.T.I.
- (v) Certificate of Attainment in typist clerk work - G.T.I./N.A.T.I.

**DECISION MAKING, PROBLEM SOLVING AND IMPACT ON RESULTS:**

- The incumbent does not have to make decisions. He/she relies on close supervision. A receptionist is often a customer's first point of contact. The way he/she interacts with customers reflects on the Agency as a whole. A rude receptionist could make a visitor or client think poorly of the Agency. Receptionists should be pleasant, accommodating and attentive.

**RESOURCE MANAGEMENT:**

- The job holder does not supervise any subordinate staff. He/she is not a budget holder nor is responsible for any cash or equipment.

**COMMUNICATIONS:** The job holder communicates with members of the public on a wide range of issues. Effective and clear communication, both written and verbal, is essential. Receptionists are always interacting with people, whether by phone, email or face-to-face. In a typical day, this individual liaises between visitors, staff members and various departments.

**WORKING CONDITIONS:** The job is primarily office bound. Risk to life and limb is minimal.

---

**PREPARED BY:** SENIOR PERSONNEL OFFICER

**CHECKED BY:** PRINCIPAL PERSONNEL OFFICER