

# National Social Inclusion Foundation

## Scheme of Service

<b>Post</b>	<b>Receptionist/ Telephone Operator (New Grade)</b>
<b>Salary</b>	Rs 19800 x 500 – 22800 x 600 – 29400 x 800 – 31800 (NSIF 3)
<b>Qualifications/Experience/Skills</b>	<p>Candidate should –</p> <p>A.</p> <ul style="list-style-type: none"> <li>(i) possess a Cambridge School Certificate with credit in English Language and French obtained at not more than two sittings <u>or</u></li> <li>(ii) passes not below Grade C in the English Language and French obtained at not more than two sittings at the General Certificate of Education “Ordinary Level” provided that at one of the sittings, passes have been obtained either (i) in five subjects including English Language with at least Grade C in any two subjects or (ii) in six subjects including English Language with at least Grade C in any one subject <u>or</u></li> <li>(iii) an equivalent qualification acceptable to the Council.</li> </ul> <p>B.</p> <ul style="list-style-type: none"> <li>(iv) reckon at least 3 years of experience working in a similar position;</li> <li>(v) possess good communication skills, fluency in English, French and Creole;</li> <li>(vi) be able to use to a telephone system featuring multiple internal and external lines;</li> <li>(vii) possess good organizational and inter-personal skills and multi-tasking capabilities and should be able to work in a team;</li> <li>(viii) be computer literate.</li> </ul> <p>C.</p> <ul style="list-style-type: none"> <li>(i) A Secretarial Professional Certificate will be an advantage.</li> </ul>
<b>Duties and Responsibilities</b>	<p>To be responsible to the Administrative Officer and/or the Secretary General for the performance of the following duties:</p> <ol style="list-style-type: none"> <li>1. To operate the telephone switchboard (PABX) and respond to all incoming telephone calls received at the Foundation;</li> <li>2. To assist callers by responding to their queries, providing them with relevant information and facilitating their contact with staff of the Foundation;</li> </ol>

	<ol style="list-style-type: none"><li>3. To operate the Reception Counter and grant access to offices of the Foundation;</li><li>4. To maintain an up-to-date register of all visitors calling at the Foundation;</li><li>5. To maintain a register for the bookings of conference rooms and make arrangements for tea/refreshments as and when required;</li><li>6. To inform Management, Security Officers of the building or the Police, as the case may be, of any breach of security by visitors;</li><li>7. To receive and keep proper record of all correspondence/ parcels received at the Foundation and channel them to the Registry promptly;</li><li>8. To perform such other duties directly related to the main duties listed above or related to the delivery of the output and results expected from the employee in the roles ascribed.</li></ol> <p><b>Note:</b> The Receptionist/ Telephone Operator may be required to work outside normal working hours, Saturdays, Sundays and Public Holidays.</p>
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15 July 2024