

Post: Front Office Assistant

Qualifications: A. Cambridge School Certificate with credit in English Language and French obtained at not more than two sittings or Passes not below Grade C in 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.

Note

Candidates not possessing a credit in English Language at the Cambridge School Certificate will also be considered provided they possess passes in at least two subjects at “Principal Level” and one subject at “Subsidiary Level” as well as the General Paper obtained on one certificate at the Cambridge Higher School Certificate Examination.

B. Candidates should

- (i) have the ability to communicate fluently in English and French;
- (ii) possess strong communication skills; and
- (iii) be computer literate.

Candidates should produce written evidence of knowledge claimed

- Duties:**
1. To be in charge of the reception desk of the Institute of Technical Education and Technology/ Centres and ensure that the reception area is maintained safe and clean.
 2. To operate the telephone switchboard (PABX).
 3. To maintain a register of all visitors.
 4. To resolve complaints promptly, attend to queries from customers in a professional and courteous manner in person, on the telephone or via emails.
 5. To assist visitors, students and other callers in providing relevant information while maintaining a high level of customer service at all times.
 6. To collect/receive, sort, distribute courier deliveries, tender documents, etc.
 7. To control access to offices of the Institute of Technical Education and Technology /Centres.

8. To ensure accurate message taking and prompt follow up actions.
9. To help in the organization of events and activities of the Institute of Technical Education and Technology/Centres.
10. To use ICT in the performance of his duties.
11. 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 Front Office Assistant in the roles ascribed to him.

Salary:(Negotiable based on qualification and proven work experience)

Minimum /Starting point Rs15,225 (within range Rs15,225 --29,875)