

ENVIRONMENTAL INVESTMENT FUND OF NAMIBIA

JOB DESCRIPTION: RECEPTIONIST AND ADMINISTRATIVE ASSISTANT

	NAME	DESIGNATION	SIGNATURE	DATE
DEVELOPED BY	Joseph Mukendwa	Head: Policy, Planning and Strategy		24 June 2024
APPROVED BY				
INCUMBENT				

It is hereby acknowledged that this job description is a broad indication of the work the job holder is required to do. The jobholder may be required to undertake other duties that can be reasonably expected from him / her, particularly when others are absent from work. No job title or job description can be regarded as a precise specification of duties but should be seen as a guide to main responsibilities.

JOB DESCRIPTION

COMPANY NAME: Environmental Investment Fund of Namibia/Namibia Green Hydrogen Programme

TITLE OF POSITION: Receptionist and Administrative Assistant

NAME OF CURRENT INCUMBENT: 1

BUSINESS UNIT: Policy, Planning and Strategy

NAME OF SUPERVISOR: Joseph Mukendwa

TITLE: Head: Policy, Planning and Strategy

NUMBER OF DIRECT SUBORDINATES:

NUMBER OF INDIRECT SUBORDINATES:

DUTY STATION: Windhoek

TYPE OF POSITION: Administration

PURPOSE AND FUNCTIONS OF THE DEPARTMENT

The primary purpose of this department is to provide fully functional HR and Corporate Services to the organization, on a strategic as well as operational level, through offering people management solutions which are aligned with and support the achievement of EIF's business strategies.

The role of human resource management is to plan, develop, and administer policies and Programmes designed to make expeditious use of EIF's human resources. It is that part of management which is concerned with the people at work and with their relationship within the EIF. The objectives are effective utilization of human resources, desirable working relationships among all members of the organization and maximum individual development. The Human Resource and Corporate Services department is the custodian of various human resource functions such as

1. Human Resource research and planning,
2. Staffing and orientation
3. Employee development, and
4. Employee maintenance
5. Corporate Services and Shared service Support

PRIMARY PURPOSE OF THE POSITION (why does the position exist – to achieve what?)

The Receptionist is the first point of contact for the organisation. The Receptionist's duties include offering administrative support across the organization. The Receptionist will welcome guests and greet people who visit the organisation. The Receptionist will also coordinate front-desk activities, including distributing correspondence and redirecting phone calls. To be successful as a Receptionist, the incumbent should have a pleasant personality, as this is also a customer service role. The incumbent should also be able to deal with emergencies in a timely and effective manner, while streamlining office operations. Multitasking and stress management skills are essential for this position. This role may require working after hours, so flexibility is a plus.

Ultimately, a Receptionist's duties and responsibilities are to ensure the front desk welcomes guests positively, and executes all administrative tasks to the highest quality standards.

In addition to the Receptionist role, the incumbent will also provide professional administrative support to NGHP staff, perform routine clerical and administrative functions in and around the office. Organizing and maintaining paper and electronic files and providing information to the relevant stakeholders. Provide administrative guidance on operational administrative issues.

JOB SPECIFICATIONS		
TYPICAL ACADEMIC QUALIFICATIONS	TYPICAL EXPERIENCE BACKGROUND	TYPICAL SKILLS, KNOWLEDGE AND ATTRIBUTES / ATTITUDES AREAS REQUIRED
<p><i>NQA level 6 Diploma in Secretarial Studies, Office or Business Administration,</i></p> <p>Code B drivers licence will be an advantage.</p>	<p>At least three (3) years working relevant administrative experience customer care or reception from a reputable institution.</p>	<ul style="list-style-type: none"> - Computer literacy - Very good typing skills - Telephone etiquette - Office equipment functionality - Filing ability and knowledge of various filing systems - Interpersonal skills and generally good communication skills - Filing and archiving (Records management) - Language skills (English verbal and writing skills) - Office equipment utilization - Excellent writing skills - Self-management ability

GENERAL		
AUTONOMY	FEEDBACK STRUCTURE	WORK PRESSURE
<p>High</p> <p><u>Moderate</u></p> <p>Low</p>	<p><u>Daily</u></p> <p>Weekly</p> <p>Monthly</p>	<p><u>High</u></p> <p>Moderate</p> <p>Low</p>

KEY FOCUS AREAS / OUTPUTS	KEY PERFORMANCE AREAS	KEY PERFORMANCE INDICATORS
<p>Switchboard/Telephone Answering Services</p>	<p>To provide an efficient and professional switchboard service, ensuring that all callers are satisfied with how they are dealt with and that they are connected to correct official(s).</p>	<ul style="list-style-type: none"> ● Deals with all incoming calls in a professional manner, applying agreed criteria of call handling. ● Enquires about requirements of caller, making sure of important details. ● Connects caller to required official: where caller is not sure, identifies the responsible department, calls the department secretary, explains and ensures the caller is dealt with (leaves name & number of contact person, should call be lost during transfer). ● Where an appropriate official cannot be traced, takes details of caller. Also provides caller with the details of the official and ask caller to phone back if official has not called him/her by the agreed time (which she records on message). ● Lodges message via internal mail/e-mail to official.

Enquiries & Queries Services	To deal with all standard enquiries or queries and resolve satisfactorily at the caller interface.	<ul style="list-style-type: none"> • Deals with all enquiries and queries raised by callers, and only involves respective officials(s) on more complex ones. • Acts as a first-line of response on all standard enquiries or queries. • If information is required by callers will either obtain the information from respective parties and phone caller back, or connect caller/visitor to the appropriate official to deal with the matter. • Always goes back to conclude matters with callers that require feedback.
Switch-board Records	To maintain the standard records on messages taken, callers & purpose and ensure accuracy and completeness so that these matters can be traced. (These records may be manual or at some stage on computerized call/visitor system).	<ul style="list-style-type: none"> • Agrees with manager on the records of calls received, action taken, etc, as required. • Completes records in line with required detail and accuracy. • Provides information on these records where calls or visitors need to be traced. • Uses the records for own follow-ups, to ensure that callers/visitor have been dealt with adequately. • Summarizes records where required for reporting purposes.
Call Messages & Follow ups	To do regular follow-ups on outstanding messages and complete the records accordingly reports back on problem areas.	<ul style="list-style-type: none"> • Records, follows up from the messages with officials whether they have dealt with the messages satisfactorily. • Does intermittent checks with officials on messages not yet dealt with. • Reports to own manager on problem areas, where image is impacted (messages not dealt with in agreed time). • Ensure that records on messages follow-ups is always up to date completely. • Receive calls where official is not available, and takes a complete messages detailing caller name/ visitor, company. • Takes a sample of 3-5 callers every day and phones to follow-up on how she was dealt with following an agreed set of questions and criteria. • Records finding and reports on these to manager for action or information (depending on outcomes). • Where an official was not available for a caller, takes details and follows-up to ensure that visitor was adequately dealt with.
Support Services to the Programme as a whole	To assist the Programme in arranging flights, accommodation, car rentals etc.	<ul style="list-style-type: none"> • As part of the programme assist with activities pertaining to flights, accommodation, venue and car rentals. • Assist with any tasks as provided by the Head: Policy, Planning and Strategy.
Front Office Control	To ensure department visitors are received in an appropriate manner and that the front office remains in a presentable condition.	<ul style="list-style-type: none"> • Receives all visitors to Department at the front office. • Directs all visitors according to their needs, and seeks further assistance on direction when necessary. • Monitors the cleaning and appearance of the department front office.

Competencies required to operate at this level

Scoring defined as;
 5 = Essential
 4 = Important
 3 = Useful
 2 = Unimportant
 1 = Unnecessary

Competency	Competency defined	Scoring
Adaptability	The competency to appreciate and consider other and often opposing views; to adapt to new ideas (change) when required.	5
Listening Skills	The competency to listen and understand clearly and objectively what the real meaning/impact/importance is of verbally conveyed information.	5
Clerical Skills	To be competent to organise / plan/ systematise / handle administrative matters in general; to assist superiors in obtaining files; information; to arrange meetings/appointments etc.	5
Supporter (social style: supportive)	To be supportive; person-orientated(rather than task-orientated); to be a social mixer; a democratic leader; tactful; generous; to have empathy; to be able to reflect personal feelings; to be sensitive toward the feelings and needs of others; to be social; to be able to become part of the team	5
Type A / B behaviour	The competency to maintain a well-balanced (task/people) orientation and a peaceful, non-threatening, relatively stress-free climate in the work environment.	5
Feedback skills	Provide frequent feedback in a positive, helpful and productive manner to reinforce or improve a team or member's approach or contribution.	4
Presentation skills	Make presentations to internal or external groups in a way that effectively conveys information and / or intent.	4
Written Communication	Conveying written instructions, reports and management information in an accurate, concrete, clear, concise and understandable way in order to maximise comprehension of the message.	4
General Knowledge	The competency to be conversant in and adequately informed on events in the world at large.	3
Excellence Orientation	Displaying pride in and derive personal satisfaction for achieving results, commitment to uncompromising standards of excellent and continuous improvement and determination or self-discipline in completing what has been started.	3