RECEPTIONIST/SWITCHBOARD OPERATOR

DUTY STATION: Banja Luka

GRADE: 3

CONTRACT TYPE: National

PURPOSE AND SCOPE OF POSITION:

Receptionist will facilitate incoming and outgoing phone calls whilst performing duties on the main switchboard.

DUTIES AND RESPONSIBILITIES:

· Answer calls in a polite helpful manner and transfer calls to the correct departments;

· Make regular checks on the phone system and report and any faults immediately;

· Take messages on behalf of OHR employees who are not available at the time;

· Assist and co-operate with security personnel in case of emergency;

· Any and all other related duties required for the completion of their work.

PROFESSIONAL REQUIREMENTS / QUALIFICATIONS:

· Completed Secondary Education;

· Previous experience of professional receptionist work with the International Community is advantage;

· Good level of written and spoken English is essential;

· Confidentiality and flexibility;

· Ability to work in team as well as unsupervised;

· Ability to work in shifts;

· Ability to work with people from various cultural backgrounds.

Any personnel with the above qualifications should provide (in English) a CV with a one-page cover letter and references to the following:

Personnel Department
Office of the High Representative
Emerika Bluma 1, 71000 Sarajevo
Bosnia and Herzegovina
Fax: +387 (0) 33 283 771 E-mail: application@ohr.int

Reference number: 2003/418 must be quoted
Closing date for applications: 4rd October 2003

Only short-listed candidates will be contacted
No telephone inquiries please