Receptionist/Switchboard Operator – Security Division, Department of Administration and Fianace

DUTY STATION: Banja Luka

CONTRACT TYPE: National (two positions)

PURPOSE AND SCOPE OF THE POSITION

The incumbent will be responsible for receiving all guests and visitors to OHR in a polite and helpful manner and in accordance with current procedures. He/she will facilitate incoming and outgoing phone calls whilst performing duties on the main switchboard and will work under the general supervision of **the Head of Security or his Deputy** and the direct supervision of the **Administration Manager**.

DUTIES AND RESPONSIBILITIES

· Verify visitor identity and, where necessary, issue appropriate passes after security clearance

· Confirm visitor appointment with the relevant department

· Make written record of visitor in visitor register

· Escorting of visitors to offices

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

· To answer calls in a polite helpful manner and transfer calls to the correct departments

· To make regular checks on the phone system and report any faults immediately

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

PROFESSIONAL REQUIREMENTS / QUALIFICATIONS

· Completed secondary education

· Previous experience of professional receptionist work with the International Community is an 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:

Administration Manager

OHR Banja Luka

Njegoseva bb, 78000 Banja Luka

Fax: 387 (0) 51 330 213   E-mailapplication@ohr.int

Please quote Reference No. 2002/057, 058

Closing date for application: 18 March 2002

Only short-listed candidates will be contacted

No telephone inquiries please