

# RECEPTIONIST/ SWITCHBOARD OPERATOR

**DUTY STATION:** Sarajevo

**GRADE:** 3

**CONTRACT TYPE:** National

## **PURPOSE AND SCOPE OF POSITION:**

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

## **DUTIES AND RESPONSIBILITIES:**

- Verify visitors identity and where necessary issue appropriate passes after security clearance;
- Confirm visitors appointment with the relevant departments;
- Make written record of visitor in visitors register;
- Escorting of visitors to offices;
- Assist and co-operate with security personnel in cases of emergency;
- Answer calls in a polite and helpful manner and transfer calls to the correct departments;
- Make regular checks on the telephone 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 with people from various cultural backgrounds.

**Any person 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](mailto:application@ohr.int)***

***Reference number: 2008/064  
Closing date for applications: 22 October 2008***

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