

# 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  
application@ohr.int**

**E-mail:**

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

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